

**FIELDDED TRAINING SYSTEMS SUPPORT III
(FTSS III)**

Addendum A

**STATEMENT OF WORK (SOW)
6643-A-0398**

**WESTERN PACIFIC (WESTPAC) TRAINING DEVICES
Contractor Operation and Maintenance Services
(WESTPAC COMS)**

Note: This conformed copy of FTSS III Addendum A, SOW, WESTPAC COMS, dated 13 May 2013 replaces all previous versions of FTSS I, FTSS II or FTSS III Addendum A, SOW, WESTPAC, in its entirety.

FTSS III Addendum A, SOW, WESTPAC COMS Changes:

<u>Item</u>	<u>Change</u>	<u>Purpose</u>
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FIELDDED TRAINING SYSTEMS SUPPORT III (FTSS III)

Addendum A

STATEMENT OF WORK (SOW) 6643-A-0398

WESTERN PACIFIC (WESTPAC) Contractor Operation and Maintenance Services (COMS)

At

Naval Air Facility (NAF) Atsugi, JA

Marine Corps Air Station (MCAS) Futenma, Okinawa, JA

Marine Corps Air Station (MCAS) Iwakuni, JA

&

Supporting Kadena Air Base (AB), Okinawa, JA

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1. Trainer Description
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3. MISSION ESSENTIAL SUBSYSTEM MATRIX (MESM)
4. CONTRACTED TRAINING TIME (CTT)
5. AIRCRAFT COMMON EQUIPMENT (ACE)
6. PARTIAL MISSION CAPABILITY STANDARD (PMCS)
7. FLOOR PLANS/PROJECTED ADDITIONS
8. JANITORIAL REQUIREMENTS

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3. MISSION ESSENTIAL SUBSYSTEM MATRIX (MESM)
4. CONTRACTED TRAINING TIME (CTT)
5. AIRCRAFT COMMON EQUIPMENT (ACE)
6. PARTIAL MISSION CAPABILITY STANDARD (PMCS)
7. FLOOR PLANS/PROJECTED ADDITIONS
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5. AIRCRAFT COMMON EQUIPMENT (ACE)
6. PARTIAL MISSION CAPABILITY STANDARD (PMCS)
7. FLOOR PLANS/PROJECTED ADDITIONS
8. JANITORIAL REQUIREMENTS

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1. Trainer Description
2. Illustrations
3. MISSION ESSENTIAL SUBSYSTEM MATRIX (MESM)
4. CONTRACTED TRAINING TIME (CTT)
5. AIRCRAFT COMMON EQUIPMENT (ACE)
6. PARTIAL MISSION CAPABILITY STANDARD (PMCS)
7. FLOOR PLANS/PROJECTED ADDITIONS
8. JANITORIAL REQUIREMENTS

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1. Trainer Description
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3. MISSION ESSENTIAL SUBSYSTEM MATRIX (MESM)
4. CONTRACTED TRAINING TIME (CTT)
5. AIRCRAFT COMMON EQUIPMENT (ACE)
6. PARTIAL MISSION CAPABILITY STANDARD (PMCS)
7. FLOOR PLANS/PROJECTED ADDITIONS
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Appendix F- 2F193A FA-18 TACTICAL OPERATIONAL FLIGHT TRAINER (TOFT)

1. Trainer Description
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6. PARTIAL MISSION CAPABILITY STANDARD (PMCS)
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7. FLOOR PLANS/PROJECTED ADDITIONS
8. JANITORIAL REQUIREMENTS

Appendix L- 2F201 FA-18 TOFT 134

1. Trainer Description
2. Illustrations
3. MISSION ESSENTIAL SUBSYSTEM MATRIX (MESM)
4. CONTRACTED TRAINING TIME (CTT)
5. AIRCRAFT COMMON EQUIPMENT (ACE)
6. PARTIAL MISSION CAPABILITY STANDARD (PMCS)
7. FLOOR PLANS/PROJECTED ADDITIONS
8. JANITORIAL REQUIREMENTS

Appendix M- 2F201 FA-18 TOFT 135

1. Trainer Description
2. Illustrations
3. MISSION ESSENTIAL SUBSYSTEM MATRIX (MESM)
4. CONTRACTED TRAINING TIME (CTT)
5. AIRCRAFT COMMON EQUIPMENT (ACE)
6. PARTIAL MISSION CAPABILITY STANDARD (PMCS)
7. FLOOR PLANS/PROJECTED ADDITIONS
8. JANITORIAL REQUIREMENTS

Appendix P- 2H163 P-3 Aircrew Tactical Team Trainer (PACT3)

1. Trainer Description
2. Illustrations
3. MISSION ESSENTIAL SUBSYSTEM MATRIX (MESM)
4. CONTRACTED TRAINING TIME (CTT)
5. AIRCRAFT COMMON EQUIPMENT (ACE)
6. PARTIAL MISSION CAPABILITY STANDARD (PMCS)
7. FLOOR PLANS/PROJECTED ADDITIONS
8. JANITORIAL REQUIREMENTS

PART 1: GENERAL

1.1 Scope. This Statement of Work (SOW) defines the scope of requirements for Fielded Training Systems Support (FTSS) Contractor Operation and Maintenance Services (COMS) to the Western Pacific (WestPac) devices 2F171, 2F172, 2F199 and 2F200 located at MCAS Futenma, Okinawa, Japan; devices 2F201, 2F132B, 2C85 and 15F16 located at NAF Atsugi, Japan; devices 2F178, 2F193A, and 2F193B located at MCAS Iwakuni, Japan and 2H163 located at Kadena Air Base, Okinawa, Japan. The air crew trainers are used to provide pilot/weapon system operators (WSO) training in the tactical employment of the F/A-18 C/D and F/A-18 E/F operational systems; operational/tactical employment associated with the CH-53E, CH-46E, KC-130J, EA-6B, MV-22, E-2C, and P3-C Orion aircraft. The Contractor shall provide all labor, materials, consumables, equipment, tools and test equipment, and transportation necessary to operate and maintain the training systems and equipment in a fully operational condition, and to facilitate user training. Scheduling authority resides with the Government. Training is site specific and is identified in the Appendices to this Addendum.

1.2 Training Device Description. A functional and general description of each training device is provided in Appendices A through P. Appendix AA provides floor plans for janitorial services. The locations, devices and scheduling authority covered in this SOW are listed in paragraphs 1.2.1 through 1.2.4.

Device	Description Title	Quantity
2F193A	F/A-18 C Tactical Operational Flight Trainer(TOFT)	1
2F193B	F/A-18 D TOFT	1
2F201	F/A-18 E/F TOFT	2
15F16	E-2C Distributed Readiness Trainer (EDRT)	1
2C85	E-2 C-2 Reconfigurable Flight Training Device (RFTD)	1
2F171	CH-53E Aircrew Procedures Trainer (APT)	1
2F172	CH-46E APT	1
2F199	KC130J Weapons System Trainer (WST)	1
2F200	MV-22 Containerized Flight Training Device (CFTD)	2
2F178	EA-6B WST	1
2H163	P-3 Aircrew Tactical Team Trainer (PACT3)	1

1.2.1 Marine Corps Air Station(MCAS) Futenma, Okinawa, JA.: The scheduling authority is MATSS/Marine Air Group 36 (MAG-36)and VMGR-152 or his designated representative with the basic mission of providing specialized training to pilots, copilots, flight engineers, navigators, and other support personnel for Marine Corps Squadrons located on station. Other users are anticipated to be, but not limited to, Fleet and Reserve aircrew squadrons. The devices at this site are:

Device	Serial #	Description Title
2F171	001	CH-53E APT
2F172	001	CH-46E APT
2F199	003	KC130J WST
2F200	007,008	MV-22 CFTD

1.2.2 Naval Air Facility (NAF) Atsugi, JA: The scheduling authority and primary user as delegated by Commander Carrier Air Wing FIVE CVW-5, or designated CVW5 representative, with the basic mission of providing specialized training to pilots, copilots, flight engineers, navigators, and other support personnel for Navy Fleet Squadrons located on station. Other users of the FA-18 devices are anticipated to be, but not limited to Fleet and Reserve FA-18 squadrons. The devices at this site are:

Device	Serial #	Description Title
2F201	134,135	E/F TOFT
2C85	002	E-2C RFTD
15C16	004	E-2C DRT

1.2.3 MCAS Iwakuni, JA.: The scheduling authority and primary user will be MATSS/MAG-12 or his designated representative with the basic mission of providing specialized training to pilots, copilots, flight engineers, navigators, and other support personnel for Marine Corps Squadrons located on station. Other users are anticipated to be, but not limited to, Fleet and Reserve aircrew squadrons. All utilization will be coordinated by MATSS/MAG-12. The devices at this site are:

Device	Serial #	Description Title
2F193A	016	C TOFT
2F193B	037	D TOFT
2F178	001	EA-6B WST

1.2.4 Kadena Air Base, Okinawa JA.: The scheduling authority and primary user will be Commander Task Group 72.2 (CTG 72.2) via Patrol and Reconnaissance Force SEVENTH Fleet Detachment Kadena (PRF7F Det Kadena) or the designated representative with the basic mission of providing specialized Orion aircrew training for deployed Navy Fleet Squadrons. The device at this location is:

Device	Serial #	Description Title
2H163	005	P-3 AIRCREW TACTICAL TEAM TRAINER (PACT3)

1.3 Future Deliveries. Addition of training devices or systems will expand the operation and maintenance requirements of specific task orders upon Government acceptance. This information is provided for planning purposes only.

DEVICE	SERIAL#	SITE	SUPPORT
2F195 MH60R/S TOFT	10	NAF Atsugi	FY 2014
2F135 JSF		Iwakuni	FY 15 (potential)
2F201 F/A-18 TOFT	136,137	MCAS Iwakuni	FY 2015

Plus any additional training devices directly related to aircrew training.

1.4 Planned Deletions. This information is provided for planning purposes only.

Device	S/N	Current Site	FY
2F172 CH-46 APT	001	MCAS Futenma	14
2F178 EA-6B WST	001	MCAS Iwakuni	14

1.5 Planned Relocations. This information is provided for planning purposes only.

Device	S/N	Current Site	Destination Site	FY
2F201 E/F-TOFTs	134/135	NAF Atsugi	Iwakuni Operational Training Complex (OTC)	16/17
2C85 RFTD	002	NAF Atsugi	Iwakuni OTC	16/17
15F16 EDRT	004	NAF Atsugi	Iwakuni OTC	16/17
2F199 KC130J WST	003	MCAS Futenma	Iwakuni OTC	15
FA-18 TOFTs	16,37	MCAS Iwakuni	Local move to Iwakuni OTC	15

1.6 Planned Device Modifications. This information is provided for planning purposes only.

Device	S/N	Site	FY
2F171 CH-53E APT	001	MCAS Futenma	13

1.7 Planned Site Activation/Deactivation. This information is provided for planning purposes only.

Device	S/N	Site	FY

* **Note** for paragraphs 1.3 thru 1.7: The Government may have future requirements to delete, disassemble, pack and/or prepare for shipment/storage and unpack, assemble and prepare for operation, training devices/equipment and associated supplies. Requirements to relocate/move/refurbish training devices/equipment at a training site and/or among training sites may also develop. Future requirements may include the addition of new training sites. *This information is provided for informational purposes only* and may be considered future requirements to be negotiated under this task order or a separate task order. These requirements may also be accomplished through organic Government resources.

PART 2: TASK ORDER DEFINITIONS

2.1 Definitions:

2.1.1 Training Information Electronic Resource System (TIERS). A Government Internet Web site and electronic data resource center for Cognizant (COG) 2"0" devices that provides current training device listings, publications, drawings, Technical Engineering Change Directives (TECDs) and other information. Specific minimal user computer software/hardware and Government user access registration is required to utilize TIERS. TECDs for COG 2"0" devices will be issued via TIERS.

2.1.2 Quality Assurance and Revalidation (QA&R). A Government performed test of the operational and material condition of a training device, its systems, subsystems and associated elements.

2.1.3 Key Personnel. Key personnel are those personnel whose aggregate technical and professional experience is essential to successfully support the device. Key personnel are identified as **Site Manager, Shift Supervisor, System Administrator (SysAdmin) and Electronics Technician, Maintenance III.**

2.1.4 Chargeable Downtime (CDT). That portion of downtime, which is not designated non-chargeable downtime, as determined by the Contracting Officer's Representative (COR). CDT includes Partial Mission Capability Quantity (PMCQ). When completion of the scheduled training mission is precluded by trainer malfunction or lack of trainer operator performance, the entire period will be recorded as CDT unless the Instructor/COR elect to initiate training in a degraded mode.

2.1.5 Contracted Training Time (CTT). A standard block of time including specified days of the week established for scheduling training. The scheduling authority may adjust CTT as dictated by operational necessity.

2.1.6 Partial Mission Capability Quantity (PMCQ). PMCQ is the PMCF (percent of degradation) multiplied by the PMCT (partial mission capability training time). PMCQ is used in the computation of the CPF, with the same effect as CDT.

2.1.7 Premium Time Any Government requirement other than make-up training which necessitates operation of the trainer (additional training, inspections, or modifications, etc) at times other than the Contracted Training Time (CTT). Premium Time shall be per man-hour.

Part 3: MOBILIZATION

3.1 Requirements. The Mobilization Phase for the training systems and equipment is defined in paragraph 3.4 below and in the Task Order Schedule Section F.

3.2 Responsibilities.

a. The Contractor shall acquire personnel, conduct training operations for Contractor personnel, inventory Government Furnished Property (GFP), and perform other mobilization tasks in preparation of full performance responsibility on the Contract Support Date (CSD). During this period, the Contractor may observe the performance of all operation and maintenance tasks being performed by the transitioning Contractor as an On-The-Job Training (OJT) function, provided it does not interfere with training and maintenance. Actual turnover of custody of training systems, equipment, and material will be accomplished as near to the end of the Mobilization Phase as possible in order to align the custodial accountability with the change in performance responsibility. The Contractor's mobilization performance will be documented in the Contractor Performance Assessment Reporting System (CPARS).

b. Key personnel resumes shall be forwarded to the Procuring Contracting Officers (PCO) no later than fifteen (15) working days prior to each training system and equipment CSD for determination of acceptability. Key Personnel for this task order include Site Manager, SysAdmin, Shift Supervisor and Technician III personnel. Site Manager shall be an employee of the Prime Contractor.

A cover letter and attached résumé, shall be submitted for each proposed Contractor employee should as a minimum specify:

1. Employee Name
2. Proposed site
3. Position e.g., Site Manager, Shift Supervisor, Guard)
4. Department Of Labor (DOL) Occupation Code and Title (Service Contract Act Directory of Occupations)
5. Specific SOW qualifications the employee fulfills
6. Planned employment status (Full Time or Part Time)
7. Anticipated on-site reporting date of the employee
8. Any qualification waivers requested, with the basis for making the request

In addition to the above cover letter and résumé requirements to be performed during Mobilization specified in Task Order Section F, the same requirements apply to any subsequent Mobilization requirement within the task order and for the substitution, replacement or addition of Key Personnel per Section H Clause 5252.237-9501 ADDITION OR SUBSTITUTION OF KEY PERSONNEL (SERVICES) (NAVAIR) (OCT 2005) of the FTSS III Basic Contract.

The Contractor shall have all proposed personnel qualified with security clearances, or pending clearances no later than fifteen (15) working days prior to each training system and equipment CSD.

c. The Contractor shall complete Government Furnished Property (GFP) inventories no later than five (5) working days prior to each training device

CSD.

d. During Mobilization, a joint Government/Contractor inspection shall be conducted to establish the baseline condition of each training device using Government established procedures. The inspection may utilize any mix or portion of the Acceptance Test Procedures (ATP), Trainer Test Procedures, Daily Readiness Report or Quality Assurance and Reliability (QA&R) Testing.

3.3 Joint Meetings. A joint on-site Mobilization meeting shall be conducted after contract award to discuss the Contractor's Mobilization Plan and the respective responsibilities of all parties. A joint "Pre-CSD" meeting may be conducted approximately two (2) weeks prior to Contract Start Date to discuss the Contractor's readiness to assume full responsibility, outstanding Maintenance Action Forms (MAF)s (or approved substitute form), and parts backlog repair deadlines.

Failure to complete mobilization requirements or be fully prepared to accept full performance responsibility at CSD will be documented in the first Contractor Performance Assessment Report (CPAR) and may be cause for Consideration.

3.4 Contractor Support Date (CSD). The Contractor shall be responsible for mobilizing and assuming full performance responsibility at CSD. The CSD schedule for each site is provided in the table below.

Device	S/N	Qty	Site	Mobilization	CSD
2F171	001	1	FUTENMA	01 JUN 2013	01 AUG 2013
2F172	001	1	FUTENMA	01 JUN 2013	01 AUG 2013
2F199	003	1	FUTENMA	01 JUN 2013	01 AUG 2013
2F200	007, 008	2	FUTENMA	01 JUN 2013	01 AUG 2013
2F201	134, 135	2	ATSUGI	01 Mar 2014	May 2014
2C85	002	1	ATSUGI	01 JUN 2013	01 AUG 2013
15F16	004	1	ATSUGI	01 JUN 2013	01 AUG 2013
2F193A	016	1	IWAKUNI	01 JUN 2013	01 AUG 2013
2F193B	037	1	IWAKUNI	01 JUN 2013	01 AUG 2013
2F178	001	1	IWAKUNI	01 JUN 2013	01 AUG 2013
2H163	005	1	KADENA*	01 AUG 2013	01 OCT 2013

NOTE: The device located at Kadena will not require site based mobilization; however, the Contractor shall be responsible for the device.

3.5 Contract Data Requirements List (CDRL). The Contractor shall submit data listed on DD Form 1423, CDRLs, per this task order.

PART 4: CONTRACTOR OPERATION AND MAINTENANCE SERVICES (COMS)

4.1 Trainer Facility.

4.1.1 Spaces. The Contractor shall be responsible for providing any required spaces not furnished by the Government. Such additional spaces shall be external to Government property.

4.1.1.1 Facility Power. The base provides the facility with 120/208 VAC, 3 phase, 60 Hz. Power, which is fed to the main input power distribution units. This power is distributed to the different devices located in each facility. Station power is provided to each of the self-contained units at MCAS Futenma, each unit is augmented with an Uninterruptible Power Supply (UPS). The devices located at MCAS Futenma have a Mitsubishi 2033C series 20KVA uninterruptible power supply (UPS) with associated battery cabinet/batteries. The KC130J has an Eaton Powerware 9390 75VA UPS. The MCAS Iwakuni devices have smaller UPS systems for the server. MCAS Iwakuni EA-6B trainer uses an UPS Powerware Plus 36.

4.1.1.2 Uninterrupted Power Supplies (UPS): The Contractor shall be responsible for the maintenance and repair of all UPS, in accordance with the manufacturers' recommendations, to include replacement and proper disposal of batteries. Battery disposal shall be done in accordance with the activities, Federal and local environmental and hazardous waste disposal regulations. Contractor shall post dates of replaced batteries.

4.1.2 Office Equipment/Furniture. The Contractor shall be responsible for providing any required office equipment or furniture not furnished by the Government. Any new office equipment introduced by the Contractor shall be Energy Star rated in support of the Government's utilities conservation requirements (See paragraph 4.1.4). The introduction of such office equipment into Government provided spaces will be subject to approval by the COR.

4.1.3 Government Furnished Property (GFP) Storage. The Contractor shall be responsible for providing storage of all GFP furnished in this task order. If shelving/bins are not provided, the Contractor shall supply them.

4.1.4 Utilities Conservation. In the performance of services included in this contract, Contractor employees shall ensure the most effective and efficient use of utilities to conserve energy and financial resources. Programs on the prudent consumption of utilities shall be initiated by the Contractor (subject to COR approval) and continued throughout the period of performance to ensure utilities usage by Contractor personnel does not exceed actual requirements or imposed limits. The Contractor's efforts on behalf of this requirement shall be reported in the Annual Site Review (see below).

4.2 Services.

4.2.1 Administrative. The Contractor shall provide all services and supplies required for the administration of Contractor personnel performing under the contract, per this task order.

4.2.2 Janitorial. The Contractor shall provide janitorial services where specified in Appendix AA, relevant to service number one (1) of the

Janitorial and Access Control Performance Requirements Summary (PRS) (Table at 6.10) or on an 'as required' basis in those spaces assigned/occupied by Contractor personnel. The Contractor shall be responsible for the orderliness and cleanliness of assigned trainers, trainer areas, Contractor offices/spaces, and other assigned spaces. The Contractor shall provide all required equipment, materials and supplies to accomplish the tasks. The Contractor shall provide the COR with a monthly schedule of janitorial services to be accomplished, not later than (NLT) five (5) working days prior to the following month, of services/planned cleaning evolutions to be accomplished. The COR may require adjustment to the schedule based on planned Command activities that could be impacted by the Contractor's planned service/cleaning schedule. The Contractor shall adjust their schedule as necessary in coordination with the COR to ensure Command and user activities are not negatively impacted. Areas of Contractor responsibility for janitorial services are highlighted in Appendix AA for each location. Contractor personnel shall comply with all station/command recycling policies.

4.2.3 Telephone/Internet Access. The Contractor shall pay for all telephone services and Internet access services not provided by the Government including rental, relocation, installation, and usage charges. The Contractor shall inventory all Government and Contractor provided communication services and report the results at the Pre-CSD meeting for each facility. Any changes to the communications elements within the report will be documented in the Annual Site Review at each site. If the Contractor desires relocation of Government provided phones or Internet access, such relocation shall be subject to Government approval and relocation expenses shall be borne by the Contractor.

4.2.4 Transportation. The Contractor shall furnish all transportation for personnel and material between the Trainer Facility and other points of business required in the execution of this SOW.

4.2.5 Handling/Temporary Storage of Hazardous Materials/Wastes.

a. The Contractor shall handle, containerize, store, and provide intra-station transportation of regulated hazardous and non-hazardous waste generated as a result of trainer maintenance. The Contractor shall provide Department of Transportation (DOT) approved containers and prepare regulated waste for disposal to include marking, labeling and preparation, and shall utilize an internal tracking system in accordance with (IAW) with local instructions at each site. The Contractor shall comply with all applicable federal, state and local laws and regulations addressing handling, storage, and disposal procedures for regulated wastes and hazardous materials and maintain relevant Material Safety Data Sheets (MSDS) at each site.

b. The Contractor shall be responsible for the management and maintenance of temporary and satellite storage areas for regulated wastes generated as a result of trainer operation and maintenance at each site, as required.

c. The Contractor shall be responsible for complying with each sites' directives and addressing the management and control of regulated wastes and hazardous materials as outlined in local instructions. The Contractor shall also comply with each sites' Public Works Department Standard Operating

Procedures (SOP) or requirements imposed on all generators of hazardous waste. The Public Works SOPs will be issued as necessary to implement administrative controls addressing the management and/or disposal practices for hazardous materials/waste required to ensure compliance with current governing regulations.

d. The Contractor shall be responsible for determining the chemical and physical characteristics of generated waste, and to testify as to its chemical composition as required by the Government of Japan and requirements by the host station; Public Works Department, and testify as to its chemical components. The determination may be derived from chemical analysis or from historical data with resulting calculations.

e. The Contractor shall be responsible for providing employee certification training IAW with applicable Occupational Safety and Health Administration (OSHA), Environmental Protection Agency (EPA) and Japanese/station regulations.

f. The Contractor shall be responsible for any additional expenses incurred due to their management of regulated waste or hazardous materials including, but not limited to, noncompliance with or violation of federal, state, or local laws and regulations, maintaining inappropriate records, spills, failure to source separate wastes, or failure to provide chemical composition of wastes.

g. The Contractor shall document all above actions and activities and provide a comprehensive report, in the Contractor's format, that shall be presented in the Annual Site Review at each site.

4.2.6 Site Internet/E-mail/TIERS/Computer Capability. The Contractor shall provide computer hardware and software compatible with Government systems with internet access and e-mail capability at each site.

4.2.7 Access Control. The Contractor shall ensure all Contractor personnel are familiar with and comply with all Station security directives and policies or as directed by the COR. The Contractor shall immediately inform the Government of any suspected breach of security or access policies. Government inspectors and personnel may enter areas assigned to the Contractor for the purpose of inspections or as emergencies arise. During other than normal hours when the Contractor chooses to be in the building, keys will be obtained as directed by the COR and the Contractor shall be responsible for access control during that time. Site-specific facility security and access requirements will be provided in individual task orders. Actual duties per site may vary, as defined by local policies or directives, and/or COR direction. The following paragraphs describe access control and/or security requirements for all sites and trainer facilities. For any site where an access control point is required the Contractor shall perform duties as listed below:

1. Check personnel against an access roster before , buzzing them through secure area access door.
2. Directing visitors to proper event locations, offices, etc.
3. Receiving deliveries, notifying addressees, interfacing with delivery companies, (usually, Contractor shall be the only activity with outgoing material for pickup).

4. Maintaining access logs, ensuring visitors sign in as appropriate.
5. Maintaining Government provided security access lists/databases.
6. Notify Government representative for facility maintenance trouble calls, maintaining log of trouble calls, directing Public Works Center (PWC) and other repair personnel to appropriate area or point of contact.
7. Issuing appropriate keys to PWC/emergency services personnel for access to electrical rooms or roof.
8. Maintaining copies of flight schedules for activity personnel to review, responding to telephone inquiries as to the schedule contents.
9. Answering the telephone and responding to requests for information, transferring calls as appropriate, taking messages and posting same.
10. Notifying base fire, medical or security departments as needed.
11. Participate in fire drills.
12. Notify the base security and COR of any suspected breach of security/access policies.
13. Responding to appropriate requests for securing of intrusion alarms.
14. Ensuring that all exterior doors are secured and alarms reactivated.
15. During periods when reception desk is not required to be staffed, conduct periodic tours of the building and ensure security of all appropriate internal and external doors, spaces, etc.
16. Logging all walk-through events and recording status of building and equipment.

In the event of security equipment failure the Contractor's duties may include the following:

1. Screen all personnel entering and exiting the building and maintain a log of those who are let in and out.
2. Restrict building access to only personnel listed on an approved access list.
3. Conduct random checks of bags.
4. Check and Secure all spaces, and activate the building alarm at the end of the designated training hours listed above

4.2.7.1 Site Access Control. The Contractor shall provide continuous access control 24 hours a day, seven (7) days a week, 365 days per year without exception unless otherwise stated below in paragraphs a through d. COMS personnel shall perform building walk through, ensure the safes and doors are locked, and arm/disarm the building alarm at the beginning and close of business hours or as directed by the COR. Contractor shall post an access list for after hour emergency contacts for the training facilities.

a. MCAS Iwakuni, JA.

The Contractor shall staff the access control point for all simulator buildings from sixty (60) minutes prior to CTT to thirty (30) minutes after CTT. All other times, access control may be through the use of a buzzer system or other means of notification, with a five (5) minute response time. Any buzzer system or other means of notification shall be the responsibility of the Contractor. All simulator buildings will be secured IAW local instructions.

b. MCAS Futenma, JA.

The Contractor shall staff the access control point for all simulator buildings thirty (30) minutes prior to scheduled missions and 30 minutes

after CTT. All other times, access control may be through the use of a buzzer system or other means of notification, with a five (5) minute response time. In addition to normal access control functions, the Contractor shall be responsible for the maintenance and administration of the access control system under Government direction.

c. NAF Atsugi, JA. The Contractor shall staff the trainer access control point from thirty (30) minutes prior to CTT to thirty (30) minutes after CTT. At all other times, the facility will be secured IAW local instructions. In addition to normal access control functions, the Contractor shall be responsible for the maintenance and administration of the access control system under Government direction.

d. Kadena Air Base, JA. The Contractor is not responsible for building 3672 access control at this location.

4.2.8 Facility Maintenance and Repair. The Contractor shall notify the COR or designated office of all facility conditions requiring attention. Facility maintenance and repairs will be provided at no expense to the Contractor, provided the cause of the maintenance or repair is not Contractor induced through neglect or misuse. [Refurbishment or alteration of government furnished spaces may be performed by the Government to accommodate equipment installation or service improvement.] The COMS Contractor shall assume responsibility for maintenance of electrical circuit breakers that have a singular (dedicated) purpose of providing power only to a COMS training device.

4.2.8.1 Corrosion Control: Contractor shall be responsible for the repair of all corrosion problems, both internal and external, of all the training devices including the trainer containers. Devices installed in self-contained facilities may incur above normal corrosion due to the environment and weather. Contractor shall be responsible for the following:

- a) Performance of visual inspections of trainer/trainer facilities IAW Maintenance Requirement Card (MRC) or Quality Control (QC) program;
- b) Identify and localize any problem areas and provide information and schedule for repairs to the COR;
- c) Removal and treatment of visible rust to include but not limited to patching, priming and painting (if applicable);
- d) Compliance with all station and local policies concerning generating and disposal of hazardous material;
- e) Performance of visual inspection of repairs with the COR.

The Contractor shall perform the following functions at the identified intervals and report all discrepancies to the COR:

- 1) Monthly:
 - a. Perform general inspection and repair of simulator enclosure (interior and exterior) to include: water leaks; structure damage; foundation issues; and electrical wiring.
 - b. Ensure that overlap between wall and roof panels are not separated and stitching screws are secure.
- 2) Quarterly:
 - a. Inspect the foundation bolts attaching simulator enclosure to

the concrete pad, ensure bolts are secure and there is no evidence of water intrusion between the steel enclosure and concrete floor;

- b. Ensure that the heat ventilation and air-conditioning (HVAC) units and the protective cages are secure and show no evidence of water intrusion.

3) Bi-annual:

- a. Clean simulator enclosure exterior with mild detergent;
- b. Inspect all hardware for corrosion to include exterior screws, doors, HVAC units and cages; and
- c. Inspect all access doors' weather stripping for damages and repair as necessary.

4.2.9 Annual Site Reviews. The Site Review will be coordinated with the COR and held in conjunction with the NAWCTSD COMS Team site visit. Contractor Site Managers shall brief the status of each area of responsibility under the SOW and CDRLs; special focus shall be on problem areas and their resolution. The Government will give advance notice to allow the Contractor adequate preparation time. The Contractor shall record action items and follow-up reviews will be held as necessary to address specific problems identified during the annual meeting. The method of presentation (i.e., MS Powerpoint slides, etc) shall be at Contractor discretion. The Contractor's presentation shall be included IAW the Minutes CDRL. The Contractor shall record, prepare, and submit meeting minutes IAW the CDRL.

4.3 Trainer Operation and Maintenance.

4.3.1 Trainer Operation.

4.3.1.1 Contracted Training Time (CTT). Fielded Training Systems Support (FTSS) COMS devices are under the cognizance of the Government for scheduling control and are normally scheduled for training during CTT. Government Scheduled Use (GSU) may be used in place of CTT at the Government's discretion. If scheduling outside the CTT is required, the Contractor will be given at least twelve (12) hours notice or less if mission critical. Specific requirements will be specified as indicated by paragraph 4.3.1.2 below.

4.3.1.2 Adjustment of CTT. Adjustment of CTT will usually be constrained to movement of the standard time block to a different part of the day, but in unusual cases, may include expansion of the standard time block. However, the CTT and special training, displayed at each trainer location will not be exceeded without the authorization for use of funded premium time. The Government will consider shift cycles in making adjustments and shall provide the Contractor twenty-four (24) hours minimum notice (regular duty days) of any changes in CTT or Maintenance Support Hours (MSH).

4.3.1.3 Make-up of Lost Training. Make-up of lost training shall be accomplished at the discretion of the COR or scheduling authority to meet the training requirements.

a. Same Day/CTT/GSU. Make-up training accomplished during CTT of the same day lost training occurred will be coordinated with the Contractor and conducted at the discretion of the scheduling authority. No advance

notification is required.

b. Other. Make-up training other than that specified above will be at the discretion of the scheduling authority. Make-up of lost training due to Chargeable Down Time (CDT) shall, at the discretion of the scheduling authority and commensurate with the urgency of the training need, be accomplished outside of CTT at no additional cost to the Government. Except where precluded by the proximity of the scheduled training period to the end of CTT (e.g., last period of each day), the Contractor will be given three (3) hours minimum notice of make-up training requirements. Make-up of lost training due to Non-Chargeable Down Time (NCDT) that cannot be accomplished during CTT shall be regarded as Premium Time.

4.3.1.4 Premium Time (PT). Premium time may be required for additional training, device/equipment maintenance and/or modifications, In-Service Engineering Office (ISEO) support, Physical Configuration Audits (PCA), and other requirements deemed necessary by the Government. PT may be conducted on weekends and/or holidays at the discretion of the scheduling authority. The Contractor will be given a minimum twenty-four (24) hours notice of any projected PT requirements on normal duty days (Mon-Fri) and will be notified NLT 1600 hrs the preceding Thursday for weekend/holiday premium time requirements. The Contractor shall be compensated for PT IAW the terms of this contract.

4.3.1.5 Monthly Planning. When available, the Government will provide the Contractor a Monthly Training Plan preceding the month for which the plan applies, on or before the 25th of each month. A weekly training plan may be substituted before the last working day of the week preceding the training week. The plan will reflect known holidays observed by Government personnel or other anticipated periods of stand-down, known changes to planned CTT, all known make up for lost training and additional training requirements.

4.3.1.6 Daily Training Mission Schedule. The Government will provide the Contractor a Training Mission Schedule on the last Government working day preceding the first day of the period covered by the schedule. The Daily Training Schedule may be adjusted by the Government scheduling authority with no advance notice, provided such training falls within the CTT contained in each Addendum A Trainer Appendix. If trainer availability is limited (modification, inspection, downtime, etc.), CTT may be extended at the COR's discretion. Such extensions will not increase trainer operational hours beyond those specified in this task order.

4.3.1.7 Contractor Trainer Device Operations Responsibilities. Prior to the commencement of first scheduled training event, Contractor shall provide qualified personnel for the initial start-up of each designated training device, software load, system readiness check, and insertion of initial conditions and parameters in response to published schedules (including revisions) and without specific instructor/user direction to ensure training devices are fully operational ready..

a. Contractor shall provide fully trained, qualified and proficient personnel available to sustain full trainer operation and control for all training events to include make-up training and additional training periods to conduct training missions during CTT (MSH requirement is limited to support in the event of a trainer performance problem,

unless otherwise specified in the device Appendix). Contractor personnel shall respond within **five (5) minutes** of instructors/users request for support or assistance during CTT, MSH, make-up and additional training periods. Contractors' failure to meet these requirements shall result in CDT for the entire training period.

b. Contractor personnel shall respond to specific direction from the Government for required/desired initial conditions/settings of controls/indicators at the trainer and instructor stations and for peripheral/auxiliary equipment to include devices such as headsets or microphones at the trainee and instructor stations. As defined here, "the Government" refers to anyone the United States Government establishes as authorized to utilize the training device for scheduled utilization, including GSU, and may be U.S. military, other Government agencies, Government civilian employees, contracted instructor personnel, Foreign Military Sales (FMS) authorized users, and others as the Government establishes.

c. Contractor COMS personnel are not responsible for providing curriculum instruction to students.

4.3.1.7.1 Continuously Staffed Device Operations. The Contractor shall provide continuously staffed operations personnel for KC-130J and MV-22 devices located at MCAS Futenma and all FA-18 and EA6B devices located at MCAS Iwakuni/NAF Atsugi. The Contractor shall be responsible for the operation and control of specified trainers throughout the training event. The Contractor shall ensure the insertion of initial conditions, emergency procedures, malfunctions and parameters in response to published schedules (including revisions) and without specific instructor/user direction to ensure training devices are fully operationally ready at the commencement of each training event.

At any time prior to the commencement of or during a training mission the operations personnel determine the trainer is not Operationally Ready (OR) he/she shall notify the Shift Supervisor, the Instructor and the COR, who will determine the impact to training and make the decision to cancel the mission; proceed in a degraded mode; or wait until the training device is repaired. If the instructor or COR indicates the trainer is unusable, the Shift Supervisor shall immediately begin to isolate the failure and correct it with minimal or no impact to the training mission.

Contractor continuously staffed operations personnel shall be trained in, and are required to perform on a not to interfere basis with operational support being provided during the training missions, the following additional tasks:

- a. Consult with the Shift Supervisor/Maintenance personnel and review the Training Device Log, to ensure the current condition of the trainer is understood;
- b. Ensure all maintenance materials are properly stowed; all panels and equipment are properly installed and secured; and the trainer is clean;
- c. Perform a safety inspection of the trainer and the adjacent areas.
- d. Gather or prepare all necessary data and material regarding the

- scheduled training mission;
- e. Brief the instructor and the students on the overall status of the device;
- f. Participate in the training period briefing/debriefing session and operate briefing room equipment, as required/requested by the COR or instructor; and
- g. Setup and operate brief/debrief for scheduled events as required by the COR or instructor.

4.3.1.7.2 System Administrator Responsibilities: System Administrators must have an in-depth working knowledge and understanding of operating systems, hardware performance, evaluations, network concepts and operations and techniques related to the Information Assurance (IA) security requirements and interfacing security programs; must have an in-depth knowledge and understanding of computer security management and related interfacing security programs. The following responsibilities apply:

- a. Incorporating and maintaining the Trainer Information Assurance (IA) programs that identifies IA architecture, requirements, objectives, and policies; IA personnel; and IA processes and procedures for all devices and CBT system. This includes maintenance and the performance of the tasks identified by the IA controls listed in Department of Defense Instruction (DoDI) 8500.2 series, the System Security Authorization Agreement (SSAA) and the Designated Approving Authority (DAA) Accreditation memorandum for the Mission Assurance Category III (MAC III) and the confidentiality of the training equipment.
- b. Provide IA security oversight for training devices to include coordinating with IAM on IA security measures, assisting with analyzing security procedures, periodic testing, evaluation, verification accreditation, and review of information system installations at the appropriate classification level.
- c. Ensure information ownership responsibilities are followed on the trainers to include accountability, access approvals, and special handling requirements.
- d. Ensure the review, and maintenance of IA certification and accreditation documentation are IAW DoDI 8500.2 and the DoD Information Assurance Certification and Accreditation Process (DIACAP) requirements for all trainers. A repository of this documentation and all modifications will be maintained. Documentation shall include the site System Security Authorization Agreement for trainer facilities, applications, networks, and stand-alone systems.
- e. Ensure compliance monitoring occurs IAW DoDI 8500.2, and review the results of such monitoring, notifying the proper authorities as designated by the COR.
- f. Ensure security measures are incorporated in all applicable trainer spaces to include assisting the IAM with the following functions: analysis/evaluate security measures, periodic testing, verification, accreditation, and review information system installation at appropriate classification levels.
- g. Ensure security violations and incidents are properly documented and reported to the proper authority as designated by the COR.
- h. Ensure IAM security procedures are implemented in accordance with configuration management policies and practices.

- i. Ensure system support personnel have the proper security clearances and authorization for access to the trainers.
- j. Ensure audit trails of security procedures are reviewed periodically and records are maintained IAW DoDI 8500.2.
- k. Ensure COMS Contractor personnel files reflect the annual training completed on IA and all new security changes that may occur regarding the training devices. All IA training shall be documented and available for COR review at any time.

The Contractor shall support the Government with maintaining accreditation of all devices. System Administrators shall be trained and certified as identified in DoD 8570.01-M/Appendix 3 at IAT Level II.

4.3.1.8 Walk-in Students. The training devices shall be available, at Government discretion, to authorized users for walk-ins during normal CTT hours; when the trainers are not required for scheduled training.

4.3.1.9 Unscheduled Periods. During unscheduled periods in CTT the Government may approve Contractor access to devices for scheduled/unscheduled maintenance. The Government may direct the Contractor to stop maintenance efforts and ready the training devices for use, as necessary.

4.3.1.10 Utilization Activities Report. The Contractor shall document all above utilization activities and provide a summary report, in the Contractors' format; report shall be presented at Annual site Review for each site. The intent of the utilization activities report is to provide the Government an annual compiled representation of typical utilization, surges, premium time use and all other such activity in order to facilitate long-range planning. Note that the report content differs from the basic cumulative data in the Monthly COMS Report CDRL. At the COR's direction, the Contractor shall input monthly utilization data into the ISIS database or any other required database/reporting systems.

4.3.2 Trainer Maintenance.

4.3.2.1 General Provisions and Practices. The Contractor shall assume full maintenance/support responsibility for each training device/system (operational or not), upon completion of Mobilization Phase, or at the CSD for each device/system. The Contractor will normally have maintenance access a minimum of eight (8) continuous hours each twenty-four (24) hour period. Scheduled maintenance shall be provided for ALL devices under COMS as required by the preventative maintenance schedule and original equipment manufacturer (OEM) maintenance documentation.

4.3.2.2 Automated Electronic Classrooms. N/A

4.3.2.3 Modifications Performed on Maintenance Shifts. The Government retains the option of utilizing portions of the maintenance shift for modification efforts on a not-to-interfere basis with corrective maintenance or pre-flight/system readiness, when it is imperative that trainer utilization not be impacted. Periods will be set aside immediately following post operational checks for modification efforts. These periods will not incur premium time to the Government unless the COR determines a Contractor technician or operations support is required.

4.3.2.4 Backup Support. If the Contractor's on-site maintenance personnel are unable to correct problems, the Site Manager or alternate shall call in backup/sub-Contractor assistance.

a. The Contractor shall provide their back up support plan to the COR, including all contact information, availability, responsiveness, capability and milestone events or times that trigger activation of back up support. The plan shall provide the above information for each system, subsystem or other category as appropriate to the level necessary to ensure the Government of the viability and robustness of the plan. The optimum duration for back up support to provide effective and meaningful support is within twenty-four (24) hours of activating the Contractor's back up support plan. The maximum duration the Government will accept for back up support to provide effective and meaningful support is forty-eight (48) hours after activation. CDT will accrue for all CTT as applicable from the time of failure to return of trainer operational readiness. Backup support responses which are beyond the forty-eight (48) hours point will be documented in the monthly Contractor Performance Report (CPR).

b. The plan shall identify the Contractor's personnel authorized to initiate back up support.

c. The plan shall be a living document, with any updates provided to the COR within twenty-four (24) hours of a change and presented as an element of the Annual Site Review, including a comprehensive description of each time the plan was activated through problem resolution.

4.3.2.5 Preventive Maintenance (PM). The Contractor shall accomplish a regular schedule of PM including corrosion control on ALL training devices/systems listed in each task order. PM shall be performed IAW the approved Planned Maintenance System (PMS) and the Maintenance/Support Plan. Contractor preventive maintenance responsibility shall also include, but not be limited to, spot painting, re-stenciling, preparation for adverse weather conditions, and maintaining the internal/external cleanliness of the training systems and equipment. All PM inspections and required actions shall be recorded on Maintenance Action Forms (MAF) or Government approved substitute forms; actions to clear the discrepancy shall be taken within five (5) workdays relevant to service number three (3) of the Performance Requirements Summary (PRS). The Contractor shall recommend PM changes to the Government in writing, which in his opinion, would result in improved availability and/or reduced costs. The Contractor shall provide a summary document of all PM activities in the Contractor's format that shall be presented in the Annual Site Review at each site.

4.3.2.5.1 Hydraulic Fluid Testing. The Contractor shall perform hydraulic fluid testing on applicable devices IAW the OPNAVINST 4790.2 Series Naval Aviation Maintenance Program (NAMP) and NAVAIR Technical Manual NA-01-1A-17 (Aviation Hydraulics Manual) or other instructions if specified in the Government approved documentation package. Test results shall be reported to the Government within one working day of receipt. When contamination levels are unacceptable, the Contractor's corrective action plan shall be outlined and reported to the Government within five (5) working days of receipt with corrective action completed within ten (10) working days of receipt.

4.3.2.6 Disaster Preparations. The Contractor shall prepare training

devices and equipment for disaster conditions. Each trainer site has a Disaster Preparedness program that covers general organizational/base procedures, including notification of impending severe weather. The COR will provide the local procedures during mobilization. The Contractor shall provide a plan within one month following CSD at each site and provide a summary review of the plan details at each Annual Site Review.

4.3.2.6.1 Tropical Cyclone Conditions of Readiness (TCCOR): Contractor personnel shall be familiar with local TCCOR requirements and policies, and shall ensure all assigned simulator enclosures are prepared for extreme weather conditions to protect them from water intrusion and wind damage. Contractor shall ensure all external air conditioning units are secured and protected from inclement weather. Contractor shall ensure all external equipment is properly tied down and stowed IAW local base and/or command instructions. If flooding is expected, Contractor shall prepare water deterrents to prevent water intrusion into training device facilities. The Contractor shall be responsible for the storage and placement of water deterrents required or as directed by the COR.

4.3.2.7 Environmental Conditions. During inclement weather conditions, the Government will retain authority for termination of training, and determination of the impact of environmental conditions upon device maintainability and operational availability. The Government will determine if environmental conditions are directly attributable to any training device failure, and the characterization of any resultant downtime. Site specific requirements will be identified by the Site COR.

4.3.2.8 Organizational ("O") Level Maintenance. The Contractor shall perform "O" Level maintenance and repair of trainer equipment. As a minimum, "O" Level maintenance shall consist of on-equipment replacement of modules and the use of training device hardware/software test capabilities to minimize downtime during the operational training periods. All "O" Level discrepancies must be recorded on a MAF or Government approved substitute form when discovered, and corrected within twenty-four (24) hours relevant to service number Two (2) of the PRS.

4.3.2.9 Aircraft Common Equipment (ACE). The Government is responsible for Intermediate ("I") and Depot ("D") Levels of repair and off-line test of aircraft common (COG 7) trainer equipment. The Contractor shall accomplish temporary minor physical configuration changes, and minor calibration/adjustment of ACE required for use in trainers. The Contractor shall restore failed ACE to its original configuration for aircraft use prior to turn-in at the local base supply point. The Contractor shall transport failed ACE to and from the local base supply point designated by the COR. A list of applicable ACE is provided in paragraph 5 in each Trainer Appendix of Addendum A.

4.3.2.10 Intermediate ("I") Level Maintenance. The Contractor shall be responsible for "I" Level maintenance of training device repairable/equipment. As a minimum, "I" Level maintenance shall consist of analysis, troubleshooting, disassembly, repair/replacement, reassembly, adjustment, calibration, testing to correct malfunctions, and tests to verify proper operation. All "I" Level discrepancies shall be recorded on a MAF or Government COR approved substitute form when discovered and corrected within ten (10) work days. If non-stocked items are ordered to complete repair, all

actions required to clear the discrepancy shall be accomplished within two (2) work days of parts receipt. The Site Manager shall keep the COR informed of the supply status of each item awaiting parts relevant to service number three (3) of the PRS.

4.3.2.11 Depot ("D") Level Maintenance. The Contractor shall be responsible for "D" Level repair/rework of training device repairable/equipment. "D" Level maintenance shall include in-shop/off-site maintenance/repair that cannot be performed at the training device site due to lack of technical documentation, spare parts, special tools and test equipment, requirements for major overhaul, complete rebuild, or fabrication of parts, assemblies, subassemblies and end items. The Contractor may establish a repair facility, subcontract repair/rework, return subassemblies and modules to the OEM, or purchase an identical/equivalent quality replacement. The Contractor shall be responsible for all maintenance (repair/rework) of trainer equipment up to and including \$25,000 per item. The Government will be responsible for the portion of the repair cost over the \$25,000 threshold. Reference: Task Order Schedule H, Clause 5252.211-9501 EXCESS REPAIR/REPLACEMENT COST (NAVAIR) (OCT 1994) and Attachment 11 for appropriate forms and process. ALL "D" level discrepancies shall be recorded on a MAF or Government approved substitute form and corrected/completed within 30 days relevant to service number 2 of the COMS PRS. No training device or any part of a training device shall leave the site without the COR's permission.

The Contractor shall provide a summary document of all activities in paragraphs 4.3.2.8 thru 4.3.2.11 above in the Contractor's format that shall be presented in the Annual Site Review at each site. The report shall include tracking metrics for maintenance, repair and supply activities to include Mean Time To Repair (MTTR), Mean Time Between Failures (MTBF), Turn-Around-Time (TAT), Awaiting Maintenance for Parts (AWP) and others of the Contractor's selection that present a comprehensive view of the maintenance and supply activities necessary to sustain the training devices and systems.

4.3.2.12 Electrostatic Discharge (ESD) Sensitive Devices. The Contractor shall handle, store and maintain ESD sensitive components/assemblies (electrical and electronic components) IAW applicable Government/Manufacturers directives.

4.3.2.13 Software. The Contractor shall be responsible for maintenance and support of software programs/documentation that do not result in permanent computer program content changes. Examples of work to be performed include: maintaining software media (and copies) in operable condition, inserting approved media patches, updates, and overlays to existing programs, loading data on trainer software media, copying media materials for replacement/backup and retaining copies at the site, isolating malfunctions and operational discrepancies caused by software programs, to the lowest definable level, assisting in the reassembly of trainer programs from source programs, and maintaining a permanent record of temporary and permanent software media patches/updates/overlays.

4.3.2.14 Information Assurance (IA). The Contractor shall support the Government with maintaining accreditation of all devices located at all sites on this task order. The Contractor shall:

a. Maintain trainer IA programs identified through IA architecture requirements, objectives, and policies; IA personnel; and IA processes and procedures. This includes the maintenance and performance of the tasks identified by the IA controls listed in Department of Defense Instruction (DoDI) 8500.2 series, the DoD Information Assurance Certification and Accreditation Process (DIACAP) package or the Platform Information Technology Risk Approval Package, and the Designated Approving Authority (DAA) Accreditation memorandum for the corresponding Mission Assurance Category III (MAC III), Sensitive or Classified training device.

b. Provide certified IA Technical Level I personnel to perform IA duties as required in DoD 8570.01-M/Appendix 3, paragraph AP3.1.6.

c. Assist and support the site COR with the implementation of the Information Assurance Vulnerability Management Program (IAVMP); Computer Tasking Orders (CTOs) or Directives on trainers. Implement/install applicable government-directed patches including: Information Assurance Vulnerability Alerts (IAVA), Information Assurance Vulnerability Bulletins (IAVB), and Information Assurance Technical Advisories (IATA) for the trainer operating system(s) and software applications. Assist and support the respective COR in vulnerability management updates.

d. Ensure site IA and security procedures are followed IAW with configuration management policies and practices.

e. Support Security Test & Evaluations or Validation Tests (Part of Certification and Accreditation Process).

f. Implement NAWCTSD In Service Engineering Office (ISE) directed technical vulnerability corrections.

g. Perform and record the periodic vulnerability scanning and tasking specified by the Maintenance Requirement Cards (MRC).

h. Implement and enforce upon COMS workforce Department of the Navy (DON) systems account access and password policy IAW Secretary of the Navy (SECNAV) Manual M-5239.1 series.

i. Ensure the administration of privileged user accounts IAW system role-based access schemes as per site operating procedures and COR authorization. Assist the COR in maintaining accounts currency to ensure that individual accounts designated as inactive, suspended, or terminated are promptly deactivated and associated passwords are disabled and removed.

j. Ensure system audit logs are reviewed In Accordance With (IAW) MRC and any security violations are reported to the COR. Ensure audit log records are backed up and maintained IAW DoDI 8500.2 series controls.

k. Perform data backup as required by the MRC.

l. Perform NAWCTSD In Service Engineering Office (ISEO) directed antivirus software updates and virus scanning IAW DoDI 8500.2, the C&A package, and/or as required by the MRC.

m. Assist NAWCTSD In Service Engineering Office (ISE) in the assessment of trainer IA posture and configuration management by providing the periodic vulnerability scan results, reporting IA patch implementation status, and verifying trainer software configurations.

n. Assist and support the site COR with the implementation of applicable Computer Tasking Orders (CTOs) or Directives on trainers.

o. Perform Host Based Security System (HBSS) tasking IAW DoDI 8500.2, the C&A package, and/or as required by the MRC.

p. Ensure all media and data storage is properly marked and labeled per policy and guidance documents (i.e., SECNAV M-5510.36 series).

q. Ensure that network device program activities are carried out for the network control devices (e.g., firewalls, routers, switches), IAW DOD policy and organization specific guidelines, including maintaining configuration of network control devices IAW Defense Information Systems Agency (DISA), Security Technical Implementation Guides (STIGs) and National Security Agency (NSA) security guidelines to protect the network control devices from unauthorized access.

r. Conduct quarterly tests on network(s) for changes and updates made to the network control devices to ensure integrity IAW the systems Configuration Management Plan (may be specified via a MRC).

s. Ensure all communications and transmissions of sensitive IA related information be carried out in a secure manner and IAW DoD and Navy approved means and processes.

t. Ensure COMS contract personnel receive initial and annual IA awareness training. All IA training shall be documented and available for COR review at any time.

4.3.2.15 Unattended Operations. A device is in an "Unattended Operation Condition" when there are no maintenance personnel in the immediate area of the training device (i.e., Computer room, high bay, hydraulic room, etc.) and when the device is in any configuration other than a 'dormant' or 'standby' state. A 'dormant' state exists when (1) all processors halted, (2) all hydraulic pumps shut down, (3) Instructor indicator lights turned off, but with power applied to individual power supplies in system. A 'standby' state exists when the computers are energized, the load is running, but the cockpit is powered down and the visuals are not displayed. The devices may be left in 'standby' overnight and weekends at the Contractors' discretion. Unless all of the above conditions can be satisfied, the Contractor shall provide personnel who as a minimum are qualified to recognize emergency conditions which could lead to injury, damage to property, or breach of security and respond appropriately.

4.3.3 Government Inspections.

4.3.3.1 Contractor Participation. Trainer Validation and other inspections are conducted IAW Government directives. The Contractor shall participate in trainer inspections and maintain the trainer(s) in an operational condition during the inspections. Contractor time spent

performing the inspections will be considered scheduled training unless otherwise directed by the COR.

4.3.3.2 Discrepancies. The Contractor shall correct discrepancies determined by the Government to be within Contractor maintenance responsibility and provide the COR with status information relative to corrective actions. Maintenance shall be accomplished IAW appropriate levels and associated time frames.

4.4 Material Support. All inventory reports shall be IAW CDRL A005, Technical Report - Study/Services, Contractor Inventory/Utilization Report of GPF/GFI.

4.4.1 Material Support Package (MSP). The MSP is provided to the Contractor as GFP. The Government does not warrant that the MSP contains all support materials required to fulfill all contractual requirements. **The Government does not warrant the condition of the MSP supplied in the contract.** The Contractor shall provide all additional support materials necessary to successfully perform under the terms and conditions of this contract. The Contractor shall maintain the MSP in accordance with the GFP clause in the contract schedule. The Government will provide a preliminary MSP list as part of this task order. Upon task award (during the Mobilization Phase IAW the Contractor's proposed Mobilization Plan), the Contractor shall inventory the MSP items and provide a final inventory list IAW SOW part 3, Mobilization. Inventory reconciliation will occur between the Government, Transitioning Contractor and Mobilizing Contractor. The final inventory accepted by the Government will become the baseline and will supersede the preliminary MSP. The Contractor shall incorporate and maintain the MSP in the master library. The Government will provide access to web sites that will include current O&M and PMS/MRC manuals, drawings publications and TECDS for each COG 2"O" device. The Contractor shall coordinate with the COR during the Mobilization Phase for access, passwords, and addresses required to the Government websites. TECDS may be issued through TIERS or other means. The Contractor shall maintain currency of Operations and Maintenance (O&M) and PMS/MRC manuals, drawings publications and TECDS for each device.

4.4.2 Tools and Support Equipment.

4.4.2.1 Government Furnished Equipment (GFE). The Contractor shall assume custody of tools and support equipment items (listed in the final MSP inventory) at Contractor Support Date (CSD). The Contractor shall be responsible for compliance with applicable calibration cycles and best commercial standards, and the timely repair/replacement of all Government furnished tools and support equipment. Wherever applicable, Government established calibration cycles are also provided. Tools and support/test equipment which are not trainer peculiar and become obsolete or Beyond Economical Repair (BER) shall be replaced by the Contractor, if required for trainer maintenance as determined by the COR. Obsolete and BER equipment shall be disposed of IAW disposition instructions furnished by the COR.

4.4.2.2 Contractor Furnished Equipment. The Contractor shall provide basic hand tools; common support equipment; other tools and support equipment not provided by the Government, and the necessary toolboxes and containers for storage and safekeeping to accomplish maintenance tasks delineated in this SOW. Best commercial standards shall be used for required equipment

calibration of Contractor furnished tools and test equipment. The Contractor shall maintain a current and accurate inventory of all Contractor furnished tools and support equipment and a tool control program that ensures Government and Contractor assets are readily identifiable and traceable upon request.

4.4.3 Spare Parts. Upon CSD, the Contractor shall assume custody of actual spare parts (listed in the final MSP inventory) and responsibility for maintaining spares in a Ready-For-Issue (RFI) condition until contract expiration/termination. The Government reserves the right to add or withdraw any item from the support package at any time. Downtime resulting from a withdrawn part will be non-chargeable until the part is returned to the Contractor in a RFI condition. The Contractor shall present a summary report in its own format of spare parts activities (issuances, consumption, obsolescence issues and status, replacement, repairs and similar data) that conveys to the Government a comprehensive view of the status of the MSP and the Contractor's actions to maintain its status.

4.4.4 Technical Data Support Package (TDSP). The Contractor shall assume custody of the TDSP (listed in the final MSP inventory) at CSD. **The Government does not warrant the adequacy of the TDSP supplied under the contract.** The Contractor shall maintain the TDSP for the trainers addressed in this task order relevant to number 4 of the COMS PRS. The Government intends to provide portions of the TDSP on magnetic and/or optical media. In these instances, hard copies may not be provided. All or part of the magnetic and/or optical media based TDSP items may be received at irregular intervals following CSD. The Contractor shall provide all hardware/software to view and print documents and drawings required for device operation and maintenance. TDSP items (publications/drawings) contained in the TIERS resource website do not require maintenance by the Contractor on site; however, all TDSP items maintained on site must be inventoried.

4.4.4.1 Replacement. The Government will replace documentation that becomes obsolete or requires replacement due to normal wear on paper, magnetic or optical media, as available, at no cost to the Contractor. The Government will not provide hard copy (paper) replacement documentation when supplied on magnetic or optical media. This does not apply to documents that may be downloaded or viewed on TIERS.

4.4.4.2 Changes.

4.4.4.2.1 Government Initiated. Government approved change directions resulting from updates or modifications will be provided to the Contractor for insertion into the TDSP. Contractors shall incorporate all changes within one (1) calendar month after receipt from the COR or notification on TIERS, relevant to service number 4 of the COMS PRS.

4.4.4.2.2 Contractor Recommended. The Contractor shall recommend appropriate corrections to the COR when the TDSP is found to be incorrect or incomplete during the term of this task order. This requirement **is not** the same as Technical Data Verification, which requires written authorization from the COR. The Contractor Site Manager shall keep a file of all recommendations submitted to the COR.

4.4.5 Software Support Materials. The Contractor shall maintain the

software support materials for each trainer listed in this SOW, unless under ISEO support.

4.5 Supply Support. The Contractor shall maintain spare parts at the Government provided inventory level with a cross-reference list for parts used in repair or inventory that differs from the original baseline; from CSD through the end of this SOW. The Contractor shall store spare parts labeled/tagged (i.e., "RFI", Needs repair, etc.) to indicate condition IAW applicable Navy Supply (NAVSUP) publication, PUB 485 Ashore Supply Volume III or requirements, and obtain approval from the COR for substitute replacement parts/materials. The Contractor shall acquire written approval from the COR to remove inventory items from the site. The Contractor shall be responsible and accountable for the total value of inventory items removed from the site that are not documented or returned within the time frame specified by the COR. The Contractor Site Manager shall keep a file documenting all items that have been removed, their destination, and expected time of return and actual time/date they are returned. The Contractor shall store spare parts in accordance with applicable Navy/Marine Corps directives or requirements. The Contractor shall maintain all supply documentation for Aircraft Common Equipment (ACE). The Contractor shall provide transportation for delivery and pick-up of ACE to the local base supply point designated by the COR.

4.5.1 Replenishment/Replacement. The Contractor shall be responsible for timely procurement, at Contractor expense, of the spare parts and other consumables (chart and computer printer paper, software media, lubricants, etc.) including any embedded ACE expendables (light bulbs, CRTs, knobs, etc.) necessary to accomplish trainer operation and maintenance, and maintain stock inventory level. The Contractor shall procure parts of equivalent quality to any commercial or military standard component. Substitute parts shall have the written consent of the COR prior to installation. The Contractor shall provide technical documentation to the COR that includes a description of how the substitute part will meet form, fit and function criteria of the original part and OEM specifications. After COR approval and subsequent receipt and successful installation/test of the part, the Contractor shall provide documentation for the new part to the COR for submission to the Government logistics/configuration manager. The Contractor shall ensure the form, fit, and functional operation of the substitute part in the training device. The COR approval is not necessary for generic commercial off the shelf items (such as capacitors, resistors, bulbs, etc.) where form, fit and function clearly have an industry standard. The purchase of additional quantities of spare parts may be obtained as desired at the Contractor expense. **The Contractor shall be responsible for replenishment/ replacement cost of any single item up to and including \$25,000 per item.** IAW local Supply procedures, the Contractor may be responsible for all processes necessary for requisitioning and tracking trainer equipment, parts, components, or assemblies necessary to accomplish trainer maintenance and maintain Government furnished spares in the specified RFI condition. At the end of the contract, the Government or relieving/oncoming Contractor shall have the first right of refusal to purchase these additional parts, if any, at fair market value.

4.5.2 Adjustments. The Contractor shall submit recommended adjustments to initial stock levels of Government furnished material in writing, based on past/projected usage rates or other justifiable factors, as applicable, with justification to the COR for Government consideration.

4.5.3 Consumable Items. Consumables/Expendable spare parts stock levels recommended as not critical to trainer operation and maintenance support may be depleted or removed from inventory with written COR approval. The Contractor shall submit written recommendations for depletion or deletion to the COR.

4.5.4 Supply Support Activities Report. The Contractor shall present a summary report in its own format of supply support activities (issuances, consumption, obsolescence issues and status, replacements, substitutions and similar data) that conveys to the Government a comprehensive view of the status of the MSP and the Contractor's actions to maintain its status.

4.6 Configuration Management (CM).

4.6.1 Baseline Definition. Technical Documentation addressed in each Trainer Appendix defines the trainer hardware baseline. The Government will provide existing trainer software data/programs and documents to the Contractor. These documents and media establish the software baseline for purposes of this contract. Inventory of the trainer software is available at each training facility listed in this task order.

4.6.2 Control. No changes or modifications to the trainer hardware, software, or documentation shall be made without the approval of appropriate Government authority. Government approved modifications/changes to the trainer hardware, software, or documentation may be accomplished by the Government or by the Contractor depending upon the nature and scope of the work and systems to be modified as described/outlined in paragraph 4.6.3.2.

4.6.3 Changes and Modifications.

4.6.3.1 Background. The Government or Contractor personnel with COR approval, may accomplish changes or modifications made in compliance with Government issued Training Equipment Change Directives (TECDs) or aircraft Technical Directives (TDs). TECDs implement modification or engineering change requests or proposals related specifically to trainers, whereas TDs implement aircraft Airframe Changes (AFCs) or Avionics Changes (AVCs) applicable to both aircraft and trainers. In response to Government solicitations for trainer changes/modifications, the Contractor shall make effective use of on-site personnel in proposal development, and in the resulting modification work effort.

4.6.3.2 Government Installed. During change/modification periods, the Contractor shall be responsible for the operation and maintenance of all trainer systems/subsystems not being changed or modified unless otherwise directed by the Procuring Contracting Officer (PCO).

4.6.3.3 Contractor Installed. The Contractor shall install Government approved trainer modifications as a matter of normal maintenance effort, which shall be considered within the scope of this contract. Installation of trainer modifications requiring sixteen (16) man-hours or less shall not interfere with scheduled training and shall be completed within thirty (30) days of Contractor receipt of the modification directive. Modifications requiring greater than sixteen (16) man-hours to install may require an extension of the compliance period or temporary reduction/stand-down of

training operations, as approved by the COR. Approved extensions to the compliance period will be in proportion to man-hours required for installation. The duration of a training curtailment period will be in proportion to the Contractor's workforce size. Acceptance testing of Contractor installed changes or modifications may be conducted as deemed appropriate by the Government.

4.6.4 Inspections. Pre/Post-Modification Inspections will be conducted when the Government installs trainer changes or modifications. A Pre-Modification inspection may also be accomplished prior to Contractor installed changes or modifications, at the Government's discretion.

4.6.4.1 Pre-Modification. Prior to installation of changes/modifications, a joint COR/COMS Contractor Pre-Modification Inspection shall be conducted. This inspection will establish configuration and material condition baselines using inspection procedures established by the Government (usually all or portions of the Acceptance Test Procedure (ATP), QA&R, and/or Trainer Test Procedures and Results Report (TTPRR), and will include both trainer(s) and the MSP. The Contractor shall correct conditions, which would degrade or preclude installation efforts. When trainer changes or modifications are to be installed by a modification Contractor, the COMS Pre-Modification Inspection may be combined with the modification contract Pre-Modification Inspection.

4.6.4.2 Safety Assessment. Where safety concerns associated with a modification are noted, the Contractor shall develop and document any specific hazard, hazard controls or precautions to be followed to use the system and shall provide verification of compliance to the safety requirements of the contract. The Contractor shall recommend corrective action for Government consideration.

4.6.4.3 Post-Modification. For Government and Contractor installed modifications, a joint Post-Modification Inspection will be conducted by the COR and COMS Contractor to validate trainer performance and MSP configuration/condition IAW modified specifications and the baseline conditions established during the Pre-Modification inspection. This inspection will establish the revised hardware, software and material baselines. For Contractor installed changes/modifications the Post-Modification Inspection and acceptance testing may be combined.

4.6.4.4 Contractor Installed Modifications (MOD): Applicable in instances where the COMS Contractor is required during a separate Modification Contractor's installation of MODs. During device system MOD/upgrade periods, the Government may apply funding for COMS personnel to provide technical support for procurement efforts (as applicable/required). Examples of support that may be required are:

- a. Serve as Subject Matter Expert (SME) and provide technical support (e.g., history of device, operational condition, and current configuration).
- b. Conduct troubleshooting and verification of the system characteristics and interfaces to include (but not limited to):
 - Visual system interface

- Hydraulic systems
- Display systems
- Computer I/O
- Motion and control loading systems
- Power distribution systems
- Cable connector repair, bundling and running of cables
- Implement Access control
- Deliver supply support, to include device inventory custody and control of Government provided spares. Note: All material cost required during the MOD effort shall be funded via the Over and Above Work Request (OAWR) CLIN, as required.
- COR liaison

4.6.5 Reliability and Maintainability (R&M) Changes. The Contractor shall submit in writing to the COR; change requests to improve trainer R&M, including parts interchangeability, IAW established procedures on a Training Equipment Change Request, Form NAWCTSD 4720/2, or other approved form, per specific task order. No changes shall be made prior to official Government approval of the request. Change requests to improve trainer R&M, including parts interchangeability, shall be submitted in writing IAW established procedures to the COR on a TECR, Form NAWCTSD 4720/2, or other approved form, per specific task order. No changes shall be made prior to official Government approval of the request. The Contractor shall be responsible for modification documentation reporting using appropriate systems.

4.7 Records and Reports. Relevant to service number five (5) of the PRS.

4.7.1 Forms. The Government will provide all Government forms required to administer this task order. These forms may be in hard copy or software format as deemed by the COR. Examples of forms are as follows:

4.7.1.1. Maintenance Action Form (MAF). All completed MAFs and a summary list of all open MAFs shall be turned in to the COR by 0700 the next workday. Copies of any diagnostic test printouts, purchase orders, I-Level or D-Level maintenance logs, etc., shall be attached to the MAFs. The Contractor shall supply MAFs utilizing a format approved by the Site COR.

4.7.1.2. Training Comment/Utilization Form. The Contractor shall provide a Comment/Utilization Form to be completed by the device instructor and trainer operator for each scheduled training period. All discrepancies on the form shall have a Maintenance Action Form (MAF) assigned by the Contractor. The format of the Comment/Utilization Form must be approved by each Site COR

4.7.2 Maintenance Reports. The Contractor shall use and comply with the

Government Reporting Systems, prepare requisitions/reports as required by the Government in the execution of the tasks specified in this SOW. All report formats (form layout/design) shall be approved by the COR. Report media will be as authorized by the COR (e.g., computer input, electronic (E-mail, CD disk), hardcopy (manual or computer generated), and/or simply a status board). The Contractor shall provide a summary of all reports in the Contractor's format that shall be presented in the Annual Site Review at each site.

4.7.2.1 Casualty Report (CASREP). The Contractor shall provide necessary data and information requested by the COR in the event of a CASREP.

4.7.2.2 Training Device Status Report. The Contractor shall provide a daily report describing the status of each trainer to the COR by 0800 each workday. Copies of any diagnostic test printouts shall be attached to the report.

4.7.2.3 Training Device Utilization Report (TDUR). The Contractor shall complete a weekly TDUR (Sunday through Saturday). The TDUR shall be provided to the COR at 0800 on the subsequent Monday. All discrepancies shall be documented on a Maintenance Action Form (or equivalent purpose form approved by the COR) assigned by the Contractor.

4.7.2.4 Training Device Maintenance Log. The Contractor shall maintain a Training Device maintenance log for each device in the Contractor's format which record all maintenance actions, failure indications, parts replacements and similar data such that there is effective traceability through the log books and MAF data for all malfunctions, utilization comments or other failure documentation identification. The maintenance log books become a permanent part of the training device documentation that will be passed on for follow on Contractor use. In the event the Contractor uses an electronic format for recording maintenance activity, the Contractor shall provide the data in a readily accessible format in standard Microsoft Office (Word or Excel) applications. The data in this format will be provided on a monthly basis to the COR. The Contractor shall summarize and present this data in the annual site review.

4.7.2.5 Improved Simulator Information System (ISIS). The Contractor shall utilize the ISIS format (MS Access) provided by the Government, to generate daily and monthly trainer utilization reports. The Contractor shall turn in the daily ISIS utilization report to the COR by 0700 the next workday. USMC sites MATSS will compile the ISIS utilization report using the resource management system as directed by the COR.

4.7.2.6 Marine Aircrew Training Systems Site (MATSS). The Contractor shall use the Government provided resource management system as directed by the COR, which is the process MATSS will use in four primary areas: MAF creation, Training Asset Scheduling, Data Collection and Reporting, and Document Management. The Administrator on site shall assign appropriate permissions within these areas based on individual user requirements. All simulator device MAFs, utilization data, and other maintenance-related data, as requested by the COR, will be entered into the MATSS resource management system.

4.7.2.7 Display Tube Usage Report. A monthly report of each projector

tubes cumulative usage, tracked by system and individual serial number. This document reports the results of resolution and brightness tests for each tube after tubes reach one thousand (1000) hours of use. Any time a tube is removed/replaced, a report shall be provided to the COR, with date removed/installed, hours and supply status for all visual display and projection systems status shall be provided to the COR by 0900 on the first workday of the month.

4.7.2.8 Classified Material. The Contractor shall assume responsibility for the destruction of all classified material generated as a result of training device utilization and as may become necessary through revision of the technical data support package. The Contractor shall provide any equipment and supplies necessary for destruction of classified material not furnished by the Government. Destruction of classified material shall be in compliance with Government directives/policies. The Contractor shall provide a list of all classified material destroyed and the process used at each Annual Site Review.

4.7.3 Contract Data Requirements List (CDRL). The Contractor shall submit all data listed in the Department of Defense (DD) Form 1423 Contract Data Requirements List (CDRL) per this task order.

4.7.4 Enterprise-wide Contractor Manpower Reporting. The Contractor shall report ALL contractor labor hours (including subcontractor **labor hours**) **required for performance of services provided under this contract for the** WestPac COMS, N61340-13-C-5501 via a secure data collection site. The Contractor is required to completely fill in all required data fields using the following web address:

<https://doncmra.nmci.navy.mil>.

Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the help desk, linked at <https://doncmra.nmci.navy.mil>.

4.8 Training. The Contractor shall provide adequate employee training to enable performance of tasks delineated in this SOW. Training shall include, as a minimum, initial training during Mobilization, refresher training, training resulting from Government/Contractor change/modification, first aid/CPR, and training of replacement personnel. The Contractor shall maintain personnel training records on-site and ensure their availability to the COR upon request. **Note:** The Government will provide the initial forms training and TIERS training during the Mobilization Phase.

4.9 Personnel. At Atsugi, Futenma and Iwakuni, the Contractor shall have a designated Site Manager and Alternate Site Manager in writing on company letterhead and provided to the COR, who shall have full authority to act for the Contractor on all contract matters relating to daily operation. Each site shall also have designated Shift Supervisors. At the beginning of Mobilization Phase, résumés for Key Personnel shall be forwarded for review and determination of acceptability to the Contracting Officer and the COR. In the event of changes in Key Personnel, résumés for new Key Personnel shall be forwarded for review and determination of acceptability to the PCO and COR within five (5) working days of the Contractor's selection.

4.9.1 Operations Personnel. Trainer operations personnel shall set up all trainer requirements associated with training missions; respond within a designated time to instructor, trainee or inspector requirements for trainer operation and control in support of training missions; and be able to utilize full training capability of the device. Operators shall operate each console for insertion of flight variables, mission parameters and trainer malfunctions while exploiting the maximum capability of each tactical system. Trainer operators shall be responsible for communicating with Blue forces as they move into, onto and around Red Forces during simulated training scenarios involving air-to-air (A/A) intercepts and air-to-ground (A/G) strike mission training. Capable of researching and inserting various mission problems and trainee/trainer malfunctions while determining whether trainer response is correct. Trainer operators shall be capable of conducting PAR landing calls and vectors for approached. Failure to provide qualified operators shall result in chargeable downtime for the entire training period. For unscheduled missions, trainer operators shall respond within five (5) minutes of notification by the instructor or COR.

4.9.2 Maintenance Personnel. Contractor's on-site maintenance personnel shall, as a minimum, meet the following qualification requirements, as necessary, to meet maintenance requirements specified in this task order.

a. Site Manager. Site Managers shall demonstrate five (5) years management experience in which two (2) years shall be management of electronic maintenance systems and/or computer simulated training systems (i.e. instruction). If a Site Manager performs as a Shift Supervisor or Contractor Instructor (CI), those qualification requirements must also be met. The Site Manager shall be responsible for contract performance and ensuring proper communication between the Contractor and Government personnel. The Contractor shall designate in writing the Site Manager and Alternate to the PCO and COR.

b. Shift Supervisor. Shift Supervisors shall demonstrate two (2) years of supervisory electronic maintenance experience and be qualified as Electronics Maintenance Technician III. When it is necessary for the shift supervisor to be absent, the acting shift supervisor must also the qualifications for an Electronics Technician, Maintenance III. Prior to the absence, the COR shall be notified/informed who the acting shift supervisor will be and the time the absence will be in effect.

c. Electronics Technician, Maintenance III. Electronics Technician, Maintenance III shall demonstrate competence through satisfactory, progressive performance as a simulator technician. Minimum experience shall be exclusive of formalized training and include six (6) years simulator maintenance of which two (2) years demonstrate complex maintenance equivalent to all major areas of trainers described in this task order. (i.e., component level hydraulics, pneumatics, air conditioning, and electro-mechanical experience). A Technician III shall be a graduate from a two-year resident Electronics Technician course at an accredited technical institute, or complete factory/formal training on the device(s) named in this task order and demonstrate software and maintenance experiences on simulator computer systems or equal in complexity to those computer systems outlined in the SOW. With Government concurrence, equivalent simulator maintenance experience and education may be substituted, provided it is comparable to the systems in the

trainer(s) (e.g., hydraulics, electrical, PC computer, pneumatic, etc.). Training or experience equivalency will be determined by the Government on a case-by-case basis.

4.9.3 Administration/Supervision. The Contractor shall retain sole administrative and supervisory responsibility for all Contractor personnel. The Site Manager or alternate shall have full authority to act for the Contractor on all matters relating to daily operation of this task order. The Contractor shall designate a Site Manager and an on-site Shift Supervisor for each shift maintained. This in no way precludes the Site Manager from performing as a Shift Supervisor, and shall not be construed as Government direction in the matter of labor mix or supervisory overhead factors. This is required solely to ensure proper communication between the Contractor and the Government. The on-site Supervisor will have authority over Contractor personnel relative to the performance of operation and maintenance services rendered under the contract and be the focal point for routine daily interface with the Government.

4.9.4 Appearance and Conduct. The Contractor shall be responsible for the supervision and conduct of Contractor employees. Contractor personnel shall conduct themselves in a courteous, proper and efficient manner at all times and wear the type of clothing worn by their counterparts in business and industry. In the simulator, storage, and other industrial areas, clothing and shoes must conform to safety regulations. A Contractor furnished nametag with at least the employee's last name shall be displayed and worn along with a Government-furnished badge at all times.

4.9.5 Security/Safety. Contractor personnel, although recognized as employees under administrative control of the Contractor, shall comply with directives and requirements of the Base Commander or authorized representative regarding safety standards and security regulations applicable to the assigned work site. Contractor personnel shall be subject to safety and security inspections and investigations at all times. Personnel shall immediately report any accident/incident with safety/security implications or any other conditions or incidents that could be reasonably expected to be of interest to the government such as damage to Government property. Initial reports may be verbal but shall be followed-up with a written report within twenty-four (24) hours. Reports of incidents with security implications shall include full details of the incident, any remedial actions taken by the Contractor, and shall be in compliance with applicable security instructions. All reports shall be forwarded to the COR or designated representative. The Contractor shall conduct an investigation into all accidents occurring on Government property involving Contractor employees and report the findings (on applicable forms), to the COR within three (3) working days after occurrence.

4.9.5.1 Security. A security clearance is required for Contractor personnel working on-site in the trainer complex pursuant to this task order. Contractor personnel are required to comply with local base directives and regulations regarding base and site security, vehicle registration, and access. All personnel shall be issued a Common Access Card (CAC) by the Government for overall facility access. Per Schedule I, Clause 52.204-9, Personal Identity Verification of Contractor Personnel, the Contractor personnel shall comply with agency personal identity verification procedures as implemented IAW local Base procedures.

The Security Officer, MATSS OIC, CV5 OIC, CVW5 Security Manager and COR shall be notified in writing within twenty-four (24) hours if an employee possessing a security clearance is discharged, loses their security clearance or voluntarily terminates employment. The Contractor shall ensure that all departing personnel complete proper check-out procedures. The Contractor shall collect and return to the COR, any base access or identification information (such as Government issued CAC) from personnel who are discharged or that voluntarily terminate their employment with the Contractor. Compliance is relevant to service number 2 of the Janitorial and Access Control PRS (Table at 6.10).

4.9.5.2 Personnel Security - Background Check (Physical Access to and Working on DoD Installations). The Common Access Card (CAC) shall be the principal identity credential for supporting interoperable access to DoD installations, facilities, buildings, and controlled spaces. A National Agency Check with Inquiries (NACI) or equivalent national security clearance (e.g. National Agency Check with Local Agency Checks including Credit Check (NACLIC)) will be required for permanent issuance of the credential. The Government may issue the credential upon favorable return of the Federal Bureau of Investigations (FBI) fingerprint check, pending final favorable completion of the NACI or equivalent. There shall be no additional NACI or equivalent submission for an individual holding a valid national security clearance. Access to restricted areas, controlled unclassified information (sensitive information), or Government equipment by Contractor personnel shall be limited to those individuals who have been determined trustworthy as a result of the favorable completion of a NACI (or equivalent) or who are under the escort of appropriately cleared personnel. Where escorting such persons is not feasible, a NACI (or equivalent) shall be conducted and favorably reviewed by the appropriate DoD component, agency, or activity prior to permitting such access. The Contractor shall use the Standard Form 85P (Questionnaire for Public Trust Positions) in order to obtain the CAC and access to controlled unclassified information. The Contractor shall submit the Standard Form 85P to the NAWCTSD Security Manager for processing.

4.9.5.3 Information Assurance and Personnel Security Requirements for Accessing Government Information Technology (IT) Systems. The Contractor shall comply with the IA and personnel security requirements for accessing U.S. Government IT systems specified in the contract. Contractor personnel requiring access to U.S. Government IT systems will be subject to a background check. The Contractor shall review and become familiar with the suitability factors presented in five (5) CFR, 731.202(b) to use as an aid in their employee selection process. The NAWCTSD Security Office will make final determinations of suitability for individual Contractors.

4.9.5.4 Information Security Requirements for Protection of Unclassified DoD Information on Non-DoD Systems. The Contractor shall safeguard unclassified DoD information stored on non-DoD information systems to prevent the loss, misuse, and unauthorized access to or modification of this information. The Contractor shall:

- a. Not process DoD information on public computers (e.g., those available for use by the general public in kiosks or hotel business centers) or computers that do not have access control.
- b. Protect information by no less than one physical or electronic barrier (e.g., locked container or room, login and password) when not under

- direct individual control.
- c. Sanitize media (e.g., overwrite) before external release or disposal.
 - d. Encrypt the information that has been identified as Controlled Unclassified Information (CUI) when it is stored on mobile computing devices such as laptops and personal digital assistants, or removable storage media such as thumb drives and compact disks, using the best available encryption technology.
 - e. Limit information transfer to sub-Contractors or teaming partners with a need to know and a commitment to at least the same level of protection.
 - f. Transmit e-mail, text messages, and similar communications using technology and processes that provide the best level of privacy available, given facilities, conditions, and environment. Examples of recommended technologies or processes include closed networks, virtual private networks, public key-enabled encryption, and Transport Layer Security (TLS).
 - g. Encrypt organizational wireless connections and use encrypted wireless connection, where available, when traveling. When encrypted wireless is not available, encrypt application files (e.g., spreadsheet and word processing files), using no less than application-provided password protection level encryption.
 - h. Transmit voice and facsimile (FAX) transmissions only when there is a reasonable assurance that access is limited to authorized recipients.
 - i. Not post DoD information to Web site pages that are publicly available or have access limited only by domain or Internet protocol restriction. Such information may be posted to Web site pages that control access by user identification or password, user certificates, or other technical means and provide protection via use of TLS or other equivalent technologies. Access control may be provided by the intranet (vice the Web site itself or the application it hosts).
 - j. Provide protection against computer network intrusions and data ex-filtration, including no less than the following:
 - (1) Current and regularly updated malware protection services, e.g., anti-virus, anti-spyware.
 - (2) Monitoring and control of inbound and outbound network traffic as appropriate (e.g., at the external boundary, sub-networks, individual hosts) including blocking unauthorized ingress, egress, and ex-filtration through technologies such as firewalls and router policies, intrusion prevention or detection services, and host-based security services.
 - (3) Prompt application of security-relevant software patches, service packs, and hot fixes.
 - k. Comply with other current Federal and DoD information protection and reporting requirements for specified categories of information (e.g., critical program information, Personally Identifiable Information (PII), export controlled information) IAW the requirements of the contract.

4.9.5.5 Security (Classified Systems). The Contractor shall safeguard classified information and meet the security requirements identified in the DD Form 254. The Contractor shall enforce these safeguards throughout the life of the contract including the transport and delivery phases.

4.10 Quality Control (QC). The Contractor shall implement and maintain a complete ISO 9000 compliant Quality System Plan (QSP) at the Program level

and a Quality Control Plan (QCP) for each site to meet all the requirements of the this task order. This shall be an element for the annual site review. CDRL A009 applies. The QSP and QCPs shall include:

a. An inspection system covering all services required by the contract. It shall specify the areas to be inspected on a scheduled and unscheduled basis, frequency of inspections, and the title of the individual(s) performing the inspection.

b. Methods for identifying, preventing and correcting deficiencies in the quality of the service performed prior to it becoming unacceptable.

c. Files containing all inspections conducted and the corrective actions taken. This file shall be made available to the Government during the term of the contract.

4.11 Master Technical Library. The TIERS website is the official site for technical manuals, TECDs etc. The Contractor shall be responsible for monitoring the TIERS website for all technical manual updates/issues.

4.12 Other Training Support. The Contractor shall clean, maintain (including preventive maintenance), repair, and modernize Government property through repair to assure required training support is available. Support, at Government option, shall be required to facilitate training system installation, accommodate needs resulting from training system relocation, and support updates of operational conditions where existing training systems are undergoing modification. Support shall also include all supplies to repair training devices, systems and equipment and to replenish repair parts removed from Government furnished inventory. Other training support may be required in Government installation, permanent, temporary, or mobile that is used to house a training system or in direct support of a training system.

4.13 Provisioning. The Contractor may be tasked by the Government to buy new spare parts for new or newly modified training devices and/or equipment. The Government will provide the list of spare parts to be purchased by the Contractor.

a. The Contractor shall provide services including screening parts for source and availability, ordering, packaging, shipping to the site(s), and configuration conformance of the logistical support packages.

b. The Contractor shall act as freight and shipping consolidator.

c. All parts shall be purchased as new. If no source can be found for purchasing new parts, the Contractor shall assess and recommend to the Government the purchase of the next generation of the identified part, or otherwise suitable form/fit/function replacement.

d. The Contractor shall be responsible for all costs associated with the procurement and delivery of the spare parts package. Acceptance of the spare parts package will take place at the device site by a Government representative.

e. The Government will provide detailed requirements for each provisioning event.

4.14 Special Contractor Support Requirements. When requested/directed by the COR, Contractor personnel shall attend meetings (e.g. Training Management Teams [TMT], Provisioning Conferences, etc.), training, or be a member of an

Integrated Product Team (IPT). Activities involved with performance of these duties may be conducted on-site or at other locations. The Government will be responsible for Contractor personnel travel expenses in support of these efforts when required to travel away from the home site area. Activation of this support does not relieve the Contractor from meeting all other requirements contained in this Task Order.

4.15 Site Management. The Contractor shall provide for management of its staff at each training site under this task order. Site Management shall include appointment of site managers and shift leads; provide adequate administrative support to the Contractors' staff and COMS/~~CIS~~ operations. Also included shall be adequate corporate program support and site resources (fixed costs) in support of the training devices.

PART 5: TRANSITION

5.1 Responsibility. The Contractor shall retain all responsibilities specified in this SOW during the entire Transition Phase. To meet SOW requirements during transition, the Contractor shall maintain the same level of performance during the remainder of the COMS effort. The Contractor shall provide sufficient experienced personnel during the Transition Period to ensure services identified in the SOW are maintained at a high level of proficiency.

5.2 Transition to Successor. Contractors that are not successful in obtaining a subsequent Government contract shall provide all reasonable support to the succeeding Contractor to ensure an orderly transition and minimize impact on operational readiness of the trainers. As a minimum, the incumbent shall provide the succeeding Contractor access to the site, trainers, materials, and technical documentation and publications. In addition, as an OJT function throughout the Transition Phase, the incumbent shall allow the successor Contractor to observe (over-the-shoulder) the performance of all required maintenance and support tasks as an OJT function on a not-to-interfere with training and maintenance basis. The Transition phase will be the last two (2) months, sixty (60) days of service under this task order.

5.3 GFP Inventory. The Contractor shall perform inventory of tools and support equipment, spare parts and technical data IAW the GFP clause in the contract schedule.

5.4 Facilities. The Contractor shall be liable for damages beyond normal wear and use of occupied training site facilities. Facility condition will be determined by Government inspection during the Transition Phase or upon contract expiration. Contractor shall notify the COR of any facility issues/discrepancies.

5.5 Trainer Material Condition. The Government may perform inspections or tests (usually all or portions of the ATP, TTPRR, diagnostics, Daily Readiness Test (DRT), mission test, QA&R, etc.) to assess the material condition of each trainer during the Transition Phase or upon expiration of individual task orders. The Contractor shall correct all conditions/deficiencies in trainer performance that degrade or preclude full utilization of the trainer.

PART 6: CONTRACTOR PERFORMANCE

6.1 Government Surveillance. The Government may use a variety of surveillance methods to evaluate the Contractor's performance. Only one method will be used at a time to evaluate a listed service during an inspection period for payment computation purposes. The methods of surveillance that may be used are:

- a. Random Sampling;
- b. Periodic surveillance of output items (daily, weekly, monthly, quarterly, semiannually, or annually) as determined necessary to assure a sufficient evaluation of Contractor performance, up to 100% surveillance;
- c. Management Information System (MIS) reported results; and
- d. Customer complaints.

6.2 Performance Requirements Summary (PRS). The PRS chart is provided in paragraph 6.9, and 6.10 below. The columns of the PRS chart are identified as follows:

a. Column (1) Required Service-Identifies those SOW requirements for which the Government may take a deduction for nonperformance. The absence from this PRS of any contract requirement; however, shall not detract from its enforceability or limit the rights or remedies of the Government under any other provision of the contract, including the clauses entitled "Inspection of Services" and "Default";

b. Column (2) Standard-Defines the standard of performance for each listed service;

c. Column (3) Maximum Allowable Degree of Deviation from Requirement AQL-Provides the Acceptable Quality Level (AQL) for each listed service;

d. Column (4) Lot Size-Defines the lot size used as the basis for surveillance or for payment computation purposes;

e. Column (5) Method of Surveillance-Identifies the primary surveillance methods the Government will use to evaluate the Contractor's performance in meeting the contract requirement; and

f. Column (6) Maximum Payment % for Meeting AQL-Provides the percentage of the contract price less supply support allowance, if applicable, that each Required Service represents of a specific FFP requirement.

6.3 Contractor Payment. This section does not limit the Government's rights under FAR 52.249-8(Default-Fixed-Price Supply and Service) referenced in Section I of this Order. The Government may find the Contractor in default for any deficiencies in services. In addition, the Government may withhold some or all payments pursuant to FAR 52.246-4 (Inspection of Services-Fixed-Priced).

- a. Performance of a listed service will be accepted and paid for at the

maximum payment percentage specified in Column 6 of the PRS when the number of defectives found by the Government during contract surveillance does not exceed the number of defectives allowed by the AQL in Column 3. If performance of a required service exceeds the AQL shown, payment for that service shall be reduced.

b. Reductions in payment shall be made in accordance with the following Schedule of Deductions (monthly):

1) The Contractor shall be paid the unit price for 95-100% Contractor Performance Factor (CPF) for each individual device set forth in Section B, Price Breakout Worksheet. Computation of the CPF shall be in accordance with Part 6 of this Statement of Work (SOW).

2) Failure to achieve a monthly CPF of at least 95% for any calendar month shall result in a reduction of the monthly payment amount for non-performance of services. The Schedule of Deductions shall be used when the CPF on the monthly Performance Utilization report (CDRL A004) falls below 95%. The percent to be deducted for non-performance of services for deficient CPF set forth in paragraph 3 shall be as designated in the Performance Requirements Summary Table (PRST) in SOW Part 6. The monthly payment amount used for calculating a deduction will be 25% of the site management task unit price plus the devices' task at the unit price for COMS less Supply Support Allowance. See Price Breakout Worksheet. Note: For instances when more than one device at a site in a given month falls below 95% CPF, the site management task unit price shall only be applied to the single device with the lowest CPF value.

3) Payment will be reduced in accordance with the following Schedule of Deductions:

Schedule of Deductions: Contractor Performance			
Contractor Performance/Maintenance Factor (%)	% Deducted from Preset Amount	Contractor Performance/Maintenance Factor (%)	% Deducted from Preset Amount
95 - 100	0	89 - 89.9	35
94 - 94.9	10	88 - 88.9	40
93 - 93.9	15	87 - 87.9	45
92 - 92.9	20	86 - 86.9	50
91 - 91.9	25	85 - 85.9	55
90 - 90.9	30	Below 85	60

Schedule of Deductions: Janitorial / Access Control**			
Janitorial Services # of Defects	% Deducted from Preset Amount	Access Control Services # of Defects *	% Deducted from Preset Amount
0-2	0	*Major: 1 or More	25
3-5	10	*Minor: 0-1	0
6 or More	25	*Minor: 2-3	10
		*Minor: 4 or More	25
* NOTE: A major defect is defined as a violation that could have resulted, or did result, in the compromise of classified material (as determined by the site security officer). Minor defects do not result in the compromise or possible compromise of classified material and are usually administrative in nature.			

**** Access control deductions will be applied to Site Management CLIN value.**

6.3.1 Missions in Integrated Mode: When separately priced trainers have the capability to operate in integrated mode with other separately priced trainers, chargeable down time may be charged to both integrated trainers when either one goes down. For example, TOFT 16 may be flown integrated with TOFT 37. If either half goes down during the scheduled mission, the other half may also be considered down during the remaining scheduled integrated mission. Subsequent scheduled integrated missions may also be considered down until both trainers are restored to full integrated capability. If the operational portion of a trainer with integrated capability is used for alternative non-integrated training, downtime for that portion may not be chargeable. For example, if TOFT 16 went down during an integrated mission, the instructor may elect to utilize TOFT 37, in which case down time would be charged for that mission to TOFT 16 only. However, PMC time reflecting the impact of the degradation may be charged to TOFT 37. If one of the separately priced trainers loses partial functionality (i.e., PMC status) while being flown in integrated mode with another separately priced trainer, PMCQ may be charged to the PMC device alone, or to both trainers while in a scheduled integrated mode. This determination will be based on the PMC effect to the overall scheduled mission(s), as determined by the COR.

6.3.1.1 Sample Trainers with Integration Capability:

Trainer	Integrates With
2F193A (TOFT 16)	2F193B (TOFT 37)

6.4 Contractor Performance Factor (CPF).

a. CPF Formula. CPF shall be measured in terms of Contracted Training Time (CTT), Chargeable Downtime (CDT) and Partial Mission Capability Quantity (PMCQ). As a percentage, CPF is defined as:

$$\text{CPF} = \frac{[\text{CTT} - (\text{CDT} + \text{PMCQ})]}{\text{CTT}} \times 100$$

CTT = Contracted Training Time

CDT = Chargeable Downtime

PMCQ = Partial Mission Capability Quantity

b. Downtime Determination. Determination as to whether downtime is chargeable, non-chargeable or degraded/partial mission capable will be made by the COR based upon the discrepancy forms completed by the instructor or other appropriate means. Definitions of terms used in determination of the CPF are contained in Part 2 of this SOW.

c. CPF Calculation. The CPF is calculated as follows:

STEP 1: Determine the CDT. This is a summation of that portion of CTT during the reporting period in which the entire device was not available for training due to Contractor responsibility for factors other than those designated non-chargeable.

STEP 2: Calculate the PMCQ by taking the Partial Mission Capability Factor (PMCF) (percentage of trainer degradation) for each period of degraded operation, and multiplying by the Partial Mission Capability Time (PMCT) (number of hours in the training period). The total of each calculation for each instance of degraded operation is PMCQ.

STEP 3: Determine the CTT. This is a summation of the CTT including any additional training time for the reporting period.

STEP 4: The calculation of CPF can now be accomplished by using the formula in paragraph 6.4.a above.

6.5 Sample Calculations for Reduced Contractor Payment.

a. For required services surveilled by Management Information Systems (MIS). For example, Contractor Performance Factor (CPF) reports (Operation of Training Devices) or Contractor Maintenance Factor (CMF) reports (Contractor Maintenance Services of Training Devices) – Training Devices.

The Contractor shall be paid the unit price for a 95-100% CPF/CMF for each requirement separately priced in the Order. Failure to achieve a monthly CPF/CMF of at least 95% for any calendar month shall result in a reduction of the monthly payment amount for non-performance of services. The percent to be deducted for non-performance of services for deficient CPF/CMF are set forth above in paragraph 6.3.b.

Example:

Known Data:

(A) CPF of 91% for Device 2F132B - Obtained from Monthly Contractor Device Performance Report.

Calculation:

(1) Device 2F193B Monthly FFP	\$15,000
(2) Monthly Supply Support Allowance	-\$3,000
(3) Site Management FFP (12,000 x .025)	+\$3,000
(4) Base cost for deduction (15,000-3,000+3,000)	\$15,000
(5) Payment (%) for services (Col. 6 of PRS Chart)	74%
(6) Payment for acceptable service (15,000 x 0.74)	\$11,100
(7) Deduction 15% (See paragraph 6.3.b) (11,100 x 0.15)	\$ 1,665
(8) Monthly Payment for Device XXXX (15,000-1,665)	<u>\$13,335</u>

b. Trainer maintenance and scheduled maintenance services deduction.

Example:

Known Data:

(A) Lot Size - 450 Units
(B) Sample Size - 50 Units
(C) Defective found - 10 Units
(D) Defectives Corrected - 5 Units

(1) Device 2FXXX Monthly FFP	\$11,000
(2) Monthly Supply Support Allowance	-\$1,000
(3) Base cost for deduction (11,000-1,000)	=\$10,000
(4) Payment (%) for services (Col. 6 of PRS Chart)	12%

(5)	Payment for acceptable service (10,000 x 0.12)	\$1,200
(6)	Percent (%) of Sample found Unacceptable (Defectives/Sample Size = 10/50)	<u>20.0%</u>
(7)	Credit for corrections (See para. 6.5.1) (Corrections/Lot Size = 5/450)	1.1%
(8)	Deduction 18.9% (20%-1.1%); (1,200x 0.189)	-\$ 227
(9)	Monthly Payment for Device 2F132B (11,000-227)	<u><u>=\$10,773</u></u>

c. For Technical Documentation and Records and Reports services.

Example:

Known Data:	
(A)	Lot size 20 Units
(B)	Sample Size 5 Units
(C)	Defectives found 3 Units
(D)	Defectives Corrected 3 Units

Calculation:

(1)	Device 2FXXX Monthly FFP	\$11,000
(2)	Monthly Supply Support Allowance	<u>-\$1,000</u>
(3)	Base cost for deduction (11,000-1,000=10,000)	=\$10,000
(4)	Payment (%) for services (Col. 6 of PRS Chart)	1%
(5)	Payment for acceptable service (10,000 x 0.01)	\$ 100
(6)	Percent of found Unacceptable (Defectives/Sample Size = 3/5)	60%
(7)	Credit for corrections (See para. 6.5.1) (Corrections/Lot Size = 3/20)	15%
(8)	Deduction 45% (60%-15%); (100 x 0.45)	\$ 45
(9)	Monthly Payment for Device 2FXXX (11,000-45)	<u><u>=\$10,955</u></u>

d. Janitorial Service Deduction.

Examples:

1)	CLIN Value	\$2,000
(3)	Defects (Deduction 10% - See para. 6.3.b) (2,000X0.10) CLIN Payment (2,000-200)	<u>-\$ 200</u> <u><u>=\$1,800</u></u>
2)	CLIN Value	\$2,000
6	Defects (Deduction 25% - See para. 6.3.b) (2,000X25%) CLIN Payment (2,000-500)	<u>-\$ 500</u> <u><u>=\$1,500</u></u>

e. Access Control Deduction.

Examples:

1)	CLIN Value	\$4,000
(1)	Major Defect (Deduction 25%-See para. 6.3.b) (4,000 X 0.25) CLIN Payment (4,000-1,000)	<u>-\$1,000</u> <u><u>=\$3,000</u></u>
2)	CLIN Value	\$4,000
(7)	Minor Defects (Deduction 25%-See para. 6.3.b) (4,000 X 0.25) CLIN Payment (4,000-1,000)	<u>-\$1,000</u> <u><u>=\$3,000</u></u>

6.6 On-Call Services - Contractor Measurement Factor (CMF).

a. The Contractor shall be paid the unit price for a 95-100% Contractor Maintenance Factor (CMF) for each Maintenance Equipment Group (MEG) requirement. A MEG is any defined group of equipment items whose CMS is singularly priced at a group in a task order. Failure to achieve a monthly CMF of at least 95% for any calendar month shall result in a reduction of the monthly payment amount for non-performance of services. The percent to be deducted for non-performance of services for deficient CMF are set forth in the Schedule of Deductions in Addendum A, paragraph 6.3.b.

b. CMF for a reporting period (usually one month) is based on the average CMF for each individual maintenance/service action on the Maintenance Equipment Group item.

c. Maintenance Turn-Around Time Start/Finish. Turn-around time for a CMS maintenance/service action starts upon Contractor Government notification (in person, by phone or otherwise) or Contractor discovery of the need for a repair on a MEG item, and continues to accumulate hour-for-hour until action complete. A Maintenance Action Form (MAF) will be used to formally record the date and time that each maintenance action is reported to the Contractor. Turn-Around Time ends when the device(s) is returned to a Ready for Training (RFT) condition as determined by the COR.

d. Hours-to-Repair. Hour-to-repair is that portion of turn-around time for each maintenance/service action that falls within the MEG's CMS Maintenance Support Hours. The CMF associated with each MEG maintenance/service action's hour-to-repair, is determine using the charts below:

The following applies:

Hours-to- Repair	0-4	>4-8	>8-12	>12-16	>16-20	>20-24	>24
Single Action CMF	1.0	0.95	0.90	0.85	0.80	0.70	0.60

e. Non-chargeable downtime, as defined in Section 2 of the basic FTSS III SOW, is not used in calculating hours to repair. Determination as to whether downtime is chargeable or non-chargeable will be made by the COR. Definitions of terms used in determination of the CMF are contained in part 2 of the basic FTSS III SOW.

f. Computer-Based Trainers (CBTs) will have their CMF based on the average CMF of their Student Stations. Turn-around time on the server and its systems, e.g., power conditioning, control terminals, peripherals, etc., will count against all associated student stations. The average CMF for the number of student stations will result in the CMF for a CBT. Other maintenance trainers will have their CMF based on their turn-around time alone.

6.7 Acceptance of Re-performance or Late Performance. At the sole discretion of the Government, the Contractor may be required to re-perform or perform late any or all unacceptable work disclosed during Government inspection, including defective and incomplete performance. The Government will notify the Contractor of which defective services shall be corrected and shall provide a time frame for their correction.

a. When the Government requires correction of selected defective

services discovered by random sampling, the Contractor's original inspection results shall not be modified upon re-inspection of selected defective services discovered by random sampling, since the sample reflects only a portion of the service lot. However, if the AQL is exceeded for a performance period, payment reduction shall be offset by a credit for re-performance or late performance of sample defective services during that period IAW the payment computation method below.

Credit Correction Payment Computation for correction of defective services:

(A)	Lot size	100 Units
(B)	Sample Size	20 Units
(C)	Defectives found	5 Units
(D)	Defectives Corrected	2 Units

Credit Correction Calculation:

(1)	Percent (%) of Sample found Unacceptable (Defectives/Sample Size = 5/20)	25.0%
(2)	Credit for corrections (Corrections/Lot Size = 2/100)	2.0%
(3)	Deduction (25%-2%)	<u>23.0%</u>

b. Where the Government requires re-performance or late performance of all defective service in a lot, the Contractor shall resubmit the entire service lot for inspection when the government late or re-performance of all defective services in a lot. The re-inspection results shall determine the credit for that performance period.

6.8 Contract Discrepancy Report. When the Contractor is repeatedly responsible for exceeding the limits of unacceptable performance, a Contract Discrepancy Report (CDR) will be prepared by the COR and issued to the Contractor by the Contracting Officer. The Contractor shall explain in writing, in Block 10 of the CDR; why performance was unacceptable; how performance will be returned to acceptable levels; and how recurrence of the problem will be prevented in the future.

6.9. COMS Performance Requirements Summary (PRS).

COMS Performance Requirements Summary (PRS)					
Required Service	Standard	Maximum Allowable Degree of Deviation from Requirement AQL	Lot Size	Method of Surveillance	Maximum Payment % for Meeting the AQL
Column No. 1	Column No. 2	Column No. 3	Column No. 4	Column No. 5	Column No. 6
1. Contractor Performance Factor SOW Part 6.4 Contractor Measurement Factor On-call SOW Part 6.6	Contractor Performance Factor at 100% during each month Contractor Measurement Factor at 100% each month	5%	Total number of contracted training time/ maintenance support hours specified for each trainer for the month being inspected.	100% Inspection	74%
2. Trainer Maintenance SOW 4.3	Maintenance practices IAW maintenance and support plan (Contractors Proposal) and applicable instructions, standards and procedures in the TDSP.	0%	Total monthly services based on the average of the current month, previous month or previous three months of initiated MAFs for each trainer.	See note	12%
3. Preventive Maintenance SOW 4.3.2.5	Scheduled maintenance accomplished IAW device technical documentation and PMS requirements (unless waiver granted by COR prior to due date).	0%	Total number of PMS MAFs for each trainer in the month being inspected.	See note	12%
4. Technical Data and Support Package SOW 4.4.4	Government provided documentation is maintained in good and useable condition with all authorized changes incorporated within one month of receipt and no unauthorized changes incorporated.	0%	Number of publication changes provided to the Contractor in the previous month.	100%	1%
5. Records and reports SOW 4.7	Required requisitions, records, and reports timely, accurate and legible.	0%	Total number of records, reports and requisitions submitted during the month.	See note	1%
Note: Method of surveillance will be either 100% or random sample depending on lot size.					

6.10 Janitorial Performance Requirements Summary (PRS).

Required Service	Standard	Maximum Allowable Degree of Deviation from Requirement AQL	Lot Size	Method of Surveillance	Maximum Payment % for Meeting the AQL
Column No. 1	Column No. 2	Column No. 3	Column No. 4	Column No. 5	Column No. 6
1. Janitorial SOW 4.2.2 and Janitorial Appendix G	Requirements of SOW and Janitorial Appendix AJ1 are met.	Less than 3 defects/ month	The total number of working days in the month.	See note	100%
2. Security and Access Control SOW 4.2.7	Security and Access Control maintained IAW written instructions / regulations.	Less than 2 minor defects/ month	The total number of working days in the month.	See note	100%
Note: Method of surveillance will be either 100% or random sample depending on lot size					